

*OCCUPATIONAL
OUTLOOK
REPORT*

1997

Contra Costa County

OCCUPATIONAL OUTLOOK 1997

Contra Costa County

A PRODUCT OF THE CALIFORNIA COOPERATIVE OCCUPATIONAL INFORMATION SYSTEM

Sponsored by:

**Contra Costa Private Industry Council
State of California Employment Development Department
California Occupational Information Coordinating Committee**

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We hope you find this report useful.

Contra Costa Private Industry Council

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INTRODUCTION

CHAPTER 1

This report presents the 1997 findings of the California Cooperative Occupational Information System (CCOIS) formerly called the State and Local Cooperative Labor Market Information Program (LMI). Contra Costa Private Industry Council conducts this project in partnership with the State of California Employment Development Department (EDD). The survey area of this program includes all of Contra Costa County. When referring to this project in this report, the term LMI program will be used.

PURPOSE

The purpose of this Occupational Outlook Report is to improve the match between the workforce needs of employers and the skills of job seekers by providing current, localized occupational information. This report provides information for labor market decisions, including human resources management, and career and vocational training program planning. A number of occupations were purposely studied with CalWORKS participants in mind.

Labor market information is a guide when making labor market decisions, not the absolute answer. Users of labor market information should consider changes that occurred after data collection when making labor market decisions. These changes might be new industries and businesses, rapidly evolving and frequently changing skill-set needs, plant closures, layoffs, recessions and other economic fluctuations.

USAGE

The information in this report can be used by a variety of organizations and individuals for many different purposes. Some possible uses are listed below:

Career Decisions	Career counselors, workforce development advisors, and job seekers can make informed occupational choices based on skills, abilities, interests, education, and personal needs. The localized information is easy to read and includes employer requirements and preferences, wages, labor demand, and sources of employment.
Program Planning	This report provides local planners and administrators with employment and training, and placement data, as well as occupational size and expected growth rates. Program planners can use these data to evaluate, improve, and eliminate programs, or to plan new programs.
Curriculum Design	Training providers can use information about employers' requirements regarding the type of skills training they expect new employees to receive from vocational training programs.
Economic Development	Local governments and economic development agencies can use the supply/demand, occupational size, expected growth rates, and

INTRODUCTION

USAGE

wage data information to determine the suitability of Contra Costa County for business growth and development.

Program Marketing

Schools and other local training providers can market training programs more effectively by informing students, employers, and other members of the community that training programs are developed using reliable, locally-developed occupational data.

Human Resources Management

Small business owners and large corporate human resource directors alike can use this report to help determine competitive wages and benefits, improve their recruitment methods, and assess the availability of qualified workers for business relocation or expansion purposes.

Workforce Development

This report provides critical workforce development information that can help shape training programs and strategies to meet the needs of the county's welfare-to-work objectives.

EMPLOYER NEEDS

The LMI program meets employers' needs by ensuring that training providers keep abreast of local employers' hiring requirements.

SELECTION OF OCCUPATIONS

Local users of labor market information helped select the occupations for survey at the Contra Costa Private Industry Council's annual community meeting. Among the participants were chamber of commerce representatives; business owners; human resources personnel; educators; vocational program administrators and counselors; Regional Occupational Program administrators; economic development practitioners; Department of Social Services GAIN personnel; employment and training representatives; Employment Development Department staff; representatives of community-based organizations; and union representatives.

LIST OF OCCUPATIONS

The following pages alphabetically lists the occupations surveyed in 1997, and all occupations studied in 1994 (first year of this program), 1995, 1996, and 1997 by Standard Industrial Classification (SIC) Code Divisions.

LIST OF OCCUPATIONS**1997 Surveyed Occupations in Alphabetical Order**

Administrative Services Managers
Amusement and Recreation Attendants
Automotive Body and Related Repairers
Cashiers
Combined Food Preparation and Service Workers
Concrete and Terrazzo Finishers
Customer Service Representatives - Utilities
Dental Hygienists
Desktop Publishing - Graphic Designers
Employment Interviewers - Private or Public Employment Service
File Clerks
First Line Supervisors/Managers Construction Trades and Extractive Workers
Hazardous Waste Disposal Specialists
Helpers - Carpenters and Related
Hosts, Hostesses - Restaurant, Lounge or Coffee Shop
Licensed Vocational Nurses
Nursery Workers
Property and Real Estate Managers and Administrators
Purchasing Managers
Salespersons - Retail (except Vehicle Sales)
Teachers - Elementary School
Teachers - Secondary School
Telecommunications Technicians
Telemarketers, News and Street Vendors, Telephone Solicitors, Door-To-Door Sales Workers
and Related Workers

LIST OF OCCUPATIONS

OCCUPATIONS SURVEYED IN 1994, 1995, 1996 AND 1997 LISTED BY
STANDARD INDUSTRIAL CLASSIFICATION (SIC) CODE DIVISIONS**Agriculture, Forestry, and Fishing (except
agricultural services) - None****Mining - None****Construction**

Carpenters, 1995
 Civil Engineering Technicians &
 Technologists, 1996
 Concrete & Terrazzo Finishers, 1997
 Construction Managers, 1995
 Electricians, 1994
 First Line Supervisors/Managers
 Construction Trades and Extractive
 Workers, 1997
 Helpers - Carpenters and Related, 1997
 Painters, Paperhangers, 1995
 Plumbers, Pipefitters, Steamfitters, 1994

Manufacturing

Biotechnologists, 1995
 Chemical Engineers, 1996
 Chemical Plant & Systems Operators,
 1995
 Electrical & Electronic Engineers, 1996
 Electrical & Electronic Engineering
 Technicians, 1994
 Machinists, 1995
 Mechanical Engineers, 1995
 Welders & Cutters, 1994

**Transportation, Communication, Electric, Gas
& Sanitary Services**

Customer Service Representatives -
 Utilities, 1997
 Driver/Sales Workers, 1995
 Industrial Truck & Tractor Operators,
 1995
 Telecommunications Technicians, 1997
 Traffic, Shipping, & Receiving Clerks,
 1995
 Travel Agents, 1995

Wholesale Trade - None**Retail Trade**

Bakers-Bread & Pastry, 1996
 Cashiers, 1997
 Cooks-Restaurant, 1996
 Combined Food Preparation & Service
 Workers, 1997
 First Line Supervisors & Managers -
 Sales, 1995
 Food Preparation Workers, 1996
 Hosts, Hostesses - Restaurant, Lounge or
 Coffee Shop, 1997
 Salespersons - Retail (except Vehicle
 Sales), 1997
 Stock Clerks, 1995
 Truck Drivers, Light-including Delivery &
 Route Workers, 1996
 Waiters & Waitresses, 1996

Finance, Insurance, and Real Estate

Accountants & Auditors, 1994
 Bookkeeping, Accounting & Auditing
 Clerk, including Bookkeepers, 1996
 Financial Managers, 1995
 Loan Officers and Counselors, 1996

Services (including agricultural services)**Architectural**

Drafters (CAD), 1994

Auto Repair

Automotive Body and Related Repairers,
 1997
 Automotive Mechanics, 1994

Business

Bill & Account Collectors, 1994
 Data Entry Keyers (except Composing),
 1995
 File Clerks, 1997
 First Line Supervisors/Managers - Clerical
 & Administrative, 1994
 General Office Clerks, 1994
 Guards & Watch Guards, 1996
 Hand Packers & Packagers, 1996
 Janitors & Cleaners - except Maids &
 Housekeeping Cleaners, 1996

INTRODUCTION

LIST OF OCCUPATIONS

Services (Business) – continued

Loan & Credit Clerks, 1994
 Receptionist & Information Clerks, 1996
 Secretaries, General, 1995
 Typists, including Word Processing, 1994

Computer

Computer Engineers, 1995
 Computer Operators, 1994
 Computer Programmers, inc. Aides, 1994
 LAN/WAN (Local/Wide Area) Network Managers, 1996
 Systems Analysts - Electronic Data Processing, 1994

Educational

Instructional Aides, 1995
 Kindergarten Teachers, 1996
 Preschool Teachers, 1996
 Teachers - Elementary School, 1997
 Teachers - Secondary School, 1997
 Teachers - Special Education, 1995
 Teachers & Instructors, Vocational Education & Training, 1994
 Vocational & Educational Counselors, 1994

Health

Dental Assistants, 1996
 Dental Hygienists, 1997
 Home Health Care Workers, 1994
 Licensed Vocational Nurses, 1997
 Medical & Clinical Lab Assistants, 1994
 Medical Assistants, 1994
 Medical Records Technicians, 1994
 Nurse Aides, 1996
 Pharmacy Technicians, 1995
 Radiologic Technologists - Therapeutic, 1995
 Registered Nurses, 1996

Legal

Paralegal Personnel, 1994
 Secretaries, Legal, 1996

Management

Administrative Services Managers, 1997
 Engineering, Mathematical, & Natural Sciences Managers, 1996
 General Managers & Top Executives, 1996
 Marketing, Advertising & Public Relations Managers, 1996
 Personnel, Training, & Labor Relations Managers, 1995
 Property and Real Estate Managers and Administrators, 1997
 Purchasing Managers, 1997

Miscellaneous Services

Amusement and Recreation Attendants, 1997
 Data Processing Equipment Repairers, 1994
 Desktop Publishing - Graphic Designers, 1997
 Employment Interviewers-Private or Public Employment Service, 1997
 Gardeners, Groundskeepers - except Farm, 1995
 Hazardous Materials & Waste Technicians, 1994
 Hazardous Waste Disposal Specialists, 1997
 Heating, Air Conditioning & Refrigerator Mechanics, 1994
 Human Service Workers, 1996
 Maintenance Repairers - General Utility, 1994
 Nursery Workers, 1997
 Pest Controllers & Assistants, 1995
 Telemarketers, News & Street Vendors, Telephone Solicitors, Door-to-Door Sales Workers, and Related Workers, 1997

Public Administration - None

CHAPTER 2**OCCUPATIONAL SELECTION**

The following process was used to select the occupations to be included in this program. Initially, criteria were identified by the Contra Costa Private Industry Council (PIC) Labor Market Information Coordinator to narrow the list of occupations to be surveyed. The criteria were:

- the majority of occupations have a substantial employment base in the county
- the majority of occupations have a substantial number of job openings in the county

For these two criteria, occupational forecast tables prepared by the California Employment Development Department (EDD) were reviewed. These tables provide past, present and future employment by occupation and projected job growth rates for occupations in Contra Costa County. Using these tables, occupations that show a strong projected growth rate and/or have a substantial employment base, and are expected to have a substantial need for replacement employees, were initially selected by the LMI Coordinator.

A preliminary list of occupations was developed. This list was reviewed by local users of labor market information invited to a community meeting at the beginning of the program. With input from these users, occupations were dropped and others added until a final list of occupations to be studied was selected. Each occupation was then clearly defined to ensure that the information collected pertained to the appropriate occupations.

DEFINITION OF OCCUPATION

An occupation is the name or title of a job that identifies the various activities and functions of a worker, i.e., occupations represent what workers do. The method for classifying jobs used in the program is the Occupational Employment Statistics (OES) classification system developed by the U.S. Department of Labor's Bureau of Labor Statistics (BLS), or the Dictionary of Occupational Titles (DOT) developed by the Department of Labor. BLS uses the OES classification system nationwide to study staffing patterns within industries. The DOT is used nationwide to properly match jobs with workers.

SURVEY SAMPLE SELECTION

After the occupations were selected and defined, an employer sample was developed for each occupation. One consideration in drawing up the employer sample was to identify the industry classification.

An industry is a title for a group of firms that produce similar goods and services. An industry title represents the economic activity in which a firm is engaged. Industries are classified by the Standard Industrial Classification Manual. There are nine major industry groups that contain detailed industry categories. Every firm in the state is classified in one or more of these detailed industry categories, according to the products or services they provide.

PROGRAM METHODS

SURVEY SAMPLE SELECTION

EDD staff, using A detailed database of employers and occupational staffing within industries, chose a representative sample of employers for each of the occupations. For example, a registered nurse would generally work for a firm classified in the health services category, whereas a receptionist and information clerk may be scattered across several industries, such as health services, retail trade, manufacturing, etc. This was considered for each occupation when establishing the sample of employers that would receive questionnaires. This sample was carefully reviewed by the LMI Specialist and employers were added and deleted, as appropriate, to obtain a sample of 40 employers. This process of adding and deleting employers included the following procedures:

- To the extent possible, staff attempted to verify the existence of the occupation at the company in the original sample. Many employers were eliminated from the sample at this time because they never hired in the occupation or no longer hired in the occupation due to downsizing and/or restructuring, they were no longer in business, or a local address or phone number could not be verified. Whenever it was determined that a firm hired in the occupation, a contact person's name was obtained, the study was described, and participation was encouraged.
- As necessary, other employers not selected for the original EDD sample were added to ensure a sample size of 40 employers. These employers were selected based on staff's knowledge of local firms, the Yellow Pages, or other directories of county firms.

QUESTIONNAIRE DEVELOPMENT

A basic questionnaire was used for all occupations. The LMI Specialist, with the assistance of EDD staff, developed a list of skills that was added to each questionnaire prior to beginning the survey.

SURVEY PROCEDURES

The following survey procedures were used:

- Questionnaires were mailed out to the sample of 40 employers for each occupation.
- Employers not responding within a stated response time were contacted by phone to encourage them to return the questionnaire, via mail or fax. Employers were also given the opportunity to complete the questionnaire by phone.
- All surveys were reviewed to monitor accuracy and completeness. Employers were contacted if answers were unclear.
- If a sufficient number of responses could not be obtained from the finalized sample of 40 employers, additional employers were again identified to survey. This was necessary when an employer could not match the occupational description with a company position, or refused to participate in the survey.

TABULATION AND RESULTS

The local LMI Specialist entered survey responses into a database and tabulations were generated on computer software provided by EDD, with the exception of skills data, which were tabulated separately. From those tabulations, the data were analyzed and the final occupational summaries were prepared.

Each occupational summary contains information on education, training and other hiring requirements, computer skills sought, schools offering related training programs, wages and fringe benefits, promotional opportunities, size and employment of the occupation, supply and demand, employment trends and other information.

Specific employer information is and will remain confidential.

TERMS USED IN OCCUPATIONAL SUMMARY SECTION

CHAPTER 3

Following are descriptions of each section of the Occupational Summaries:

OCCUPATION

Occupations are listed alphabetically by their Occupational Employment Statistics (OES) or Dictionary of Occupational Titles (DOT) titles. The titles and definitions are based on the OES dictionary published by the Bureau of Labor Statistics, updated for California as of July 1993, and the DOT, published by the U.S. Department of Labor, Employment and Training Administration, Fourth Edition, Revised in 1991.

KEY TERMS

The words all, almost all, most, many, some or few are used when showing percentage of responding employers' replies to an occupation's employment. The reader should use the following guidelines when these terms are used:

All Employers	100%
Almost All employers	80% up to but not including 100% of the survey respondents
Most employers	60% up to but not including 80% of the survey respondents
Many employers	40% up to but not including 60% of the survey respondents
Some employers	20% up to but not including 40% of the survey respondents
Few employers	Less than 20% of the survey respondents

EDUCATION, TRAINING, AND EXPERIENCE

This section presents the educational level of recent new hires, whether training may be substituted for experience and whether responding employers require previous work experience.

Education of recent hires indicates the level of formal education that most of the recently hired employees in the occupation have. Employers were asked to check only one level of education from the choices (less than high school, high school or equivalent, some college but no degree, associate 2-year degree, bachelor 4-year degree, or graduate study).

Training shows the percentage of responding employers who stated they would accept training as a substitute for experience **always, usually, sometimes, or never**. Employers were asked about the amount and type of training for the occupation.

Previous work experience required reports the percentage of responding employers who state that previous work experience is required **always, usually, sometimes, or never**. Also reflected is the number of months of previous experience that meet the qualifications of those employers requiring experience. The months shown on this line represent a range stated by the responding employers.

TERMS USED IN OCCUPATIONAL SUMMARY SECTION
--

OTHER REQUIREMENTS

This section presents typical employer preferences for skills and key personal traits of those working in the occupation, as well as schools offering related training programs for the occupation.

Skills and qualifications required were rated as **very important** to **not important** by responding employers from a list included in the questionnaire. Employers were also asked about **additional qualifications** and **new skills** desired to perform the functions of the occupation over the next three years.

Local schools offering related training programs are listed alphabetically for each occupation. Please refer to the 1996 Contra Costa Training Directory for further program information.

WAGES AND OTHER INFORMATION

The wage data enables comparison of salaries within certain ranges. Wage data do not represent official prevailing wages. The ranges represent information obtained primarily from employer surveys, with extreme answers excluded. LMI staff collected wage data in the summer and fall of 1997. Terms used to describe employees' experiences are:

New hires, no experience	The wages of persons trained but with no paid experience in the occupation.
New hires, experienced	The wages paid to journey-level or experienced persons just starting at the firm.
Experienced, 3 years with firm	The wages generally paid to persons with three years' journey-level experience at the firm.

Hours show the full-time, part-time, temporary/on-call, and seasonal status of employees reported by responding employers.

Fringe Benefits show the percentage of responding employers offering benefits to employees working in the occupation.

Promotional opportunities refer to advancement opportunities to a higher position. This information is obtained from the responding employers' answers to the question regarding promotional possibilities from the occupation to a higher level position.

Related Dictionary of Occupational Titles (DOT) Code refers the reader to a related DOT code that users could refer to when researching occupations.

COG# refers the reader to the EDD California Occupational Guide bulletin.

TERMS USED IN OCCUPATIONAL SUMMARY SECTION

SIZE AND EMPLOYMENT OUTLOOK

SIZE

The size of a particular occupation refers to the estimated number of workers within Contra Costa County. Occupational size in Contra Costa County is measured using the following scale:

Small	Less than 432
Medium	433 to 865
Large	866 to 1875
Very Large	1876 and above

OUTLOOK

In most cases, one of several standard terms will describe the expected growth rate for the outlook period.

Much Faster than average	= 1.5 or more
Faster Than Average	= 1.1 to but not including 1.5
Average	= 0.9 to but not including 1.1
Slower Than Average	= Less than 0.9 but greater than 0
Remain Stable	= Zero
Slow Decline	= Less than zero

The projected average growth for Contra Costa County is 12.2 percent.

Unless otherwise noted, the employment trends are projected to five years in the future. It is important not to over emphasize growth in an occupation.

For most occupations, more openings are the result of industry growth than of workers leaving the labor force (attrition) or changing occupations. Replacement openings are most numerous in occupations with relatively low training.

SUPPLY AND DEMAND ASSESSMENT

The terms presented in this section of the summary refer to the relative difficulty employers experienced in locating qualified applicants for entry-level and experienced positions in the occupation. The terms used in describing the local supply and demand situation found in the area currently are defined as:

Great difficulty	Demand is considerably greater than supply of qualified applicants. Employers often cannot find qualified applicants when openings exist.
Some difficulty	Demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times.
Little difficulty	Supply is somewhat greater than demand for qualified applicants, and applicants may experience competition in job seeking.

TERMS USED IN OCCUPATIONAL SUMMARY SECTION

SUPPLY AND DEMAND ASSESSMENT**No difficulty**

Supply of qualified applicants is considerably greater than demand, creating a very competitive job market for applicants.

Employers were asked how many vacancies were filled in their firms over the last 12 months due to promotions, employees leaving, new positions, or temporary/seasonal workers.

Employers were also asked if they expect their firms' employment in the occupation to decline, remain stable, or grow over the next three years.

RECRUITMENT

Recruitment lists main methods responding employers use to recruit employees.

MAJOR EMPLOYING INDUSTRIES

Types of industries shown in this section, for OES coded occupations, were derived from the major Standard Industrial Classification (SIC) codes of employers surveyed. For non-OES coded occupations, types of industries shown in this section were derived from the SIC codes of responding employers.

1997 OCCUPATIONAL SUMMARIES**CHAPTER 4**

Twenty-four occupational summaries appear in this section. Data on these occupations were collected in the summer and fall of 1997. Changing economic conditions after the survey period could alter the results presented in these summaries.

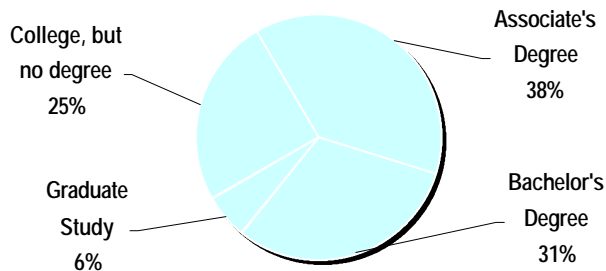
ADMINISTRATIVE SERVICES MANAGERS

16 Employers Represented

Administrative Services Managers plan, organize, direct, control, or coordinate the supportive services department of businesses, agencies, and organizations. Typical Administrative Services Managers are Program Managers and Contract Administrators. Does not include Procurement Managers or Managers who spend less than 80% of their time in administrative services. **OES Code: 130140**

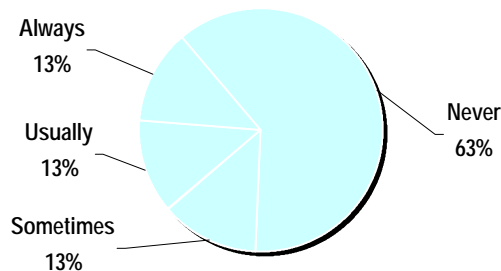
EDUCATION, TRAINING AND EXPERIENCE

EDUCATION LEVEL OF RECENT NEW HIRES



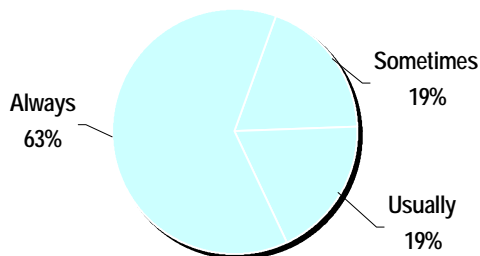
Some (38%) employers report that recent new hires have completed their Associate's degree.

TRAINING SUBSTITUTING EXPERIENCE



Most (63%) employers state that training is never accepted as a substitute for experience. **Desired training when acceptable:** 12 to 24 months Business Administration, Administrative Management, or Business Administration College Courses

PREVIOUS WORK EXPERIENCE REQUIRED



Most (63%) employers report that work experience is always required. **Desired work experience when acceptable:** 24 to 36 months Clerical, Supervision, or Management

Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

OTHER REQUIREMENTS

Skills and Qualifications required were rated as follows:

Very Important • 3, 2, 1, 0 • Not Important

Technical

Ability to operate a personal computer	2.6
Ability to manage an activity or department	2.5
Ability to plan and organize the work of others	2.5
Supervisory skills	2.5
Ability to maintain financial records	2.2
Business math skills	2.1
Ability to write effectively	2.0
Report writing	1.9
Ability to follow purchasing procedures	1.5

Basic

Ability to follow instructions	2.7
--------------------------------	-----

Personal or Other

Good organizational skills	2.7
Ability to work under pressure	2.7
Public contact skills	2.6
Ability to work independently	2.5

ADDITIONAL QUALIFICATIONS REQUIRED:

Excellent Interpersonal Communications, Good Customer Service, and Exceptional Phone Etiquette

NEW SKILLS NEEDED OVER THE NEXT 3 YEARS:

Cross Functional Skills, Internet Usage, Report Writing, Presentation Development, Inventory Control, Budgeting, Logistics, Conference & Meeting Planning, Teaching Subordinates, Strong Business Office Practices, Ability to Take Initiative, Office Administration, Negotiation, and Review Contracts and Lease Agreements

COMPUTER SKILLS SOUGHT:

All (100%) seek Word Processing; **almost all** (92%) seek Spreadsheet; **most** (75%) seek Database; **some** (25%) seek Desktop Publishing, and few, (6%) seek E-mail

SCHOOLS OFFERING RELATED TRAINING PROGRAMS:

- Community Colleges
- Four Year Universities

Contra Costa County, 1997

WAGES AND OTHER INFORMATION

WAGES

	<i>Non-Union</i>	
	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$ 8.00 - \$14.38	\$ 9.75
New hires, experienced:	\$ 8.00 - \$36.76	\$16.11
Experienced, 3 Yrs. with Firm:	\$10.00 - \$51.27	\$20.01

(Out of 16 firms responding, all answered this question.)

Few (6%) firms pay commission to employees working in this occupation.

HOURS WORKED

Almost all (86%) employees worked Full-Time; **few** (9%) worked Part-Time, and **few**, (6%) worked Seasonal.

FRINGE BENEFITS		
Benefit	Full-Time Employees	Part-Time Employees
Medical Insurance	100%	7%
Dental Insurance	87%	7%
Vision Insurance	40%	7%
Life Insurance	53%	7%
Paid Sick Leave	100%	7%
Paid Vacation	100%	7%
Retirement Plan	47%	7%
Child Care	0%	0%
Percentage of Employers Offering Benefits to Employees Working in This Occupation		

PROMOTIONAL OPPORTUNITIES

Responding employers listed the following occupations as promotional opportunities:

- Office Manager
- Various Lateral Management Positions

Related Dictionary of Occupational Titles (DOT) Code: 169.167-010

For more information, see COG #N/A

SIZE AND EMPLOYMENT OUTLOOK

Contra Costa County

Occupational Forecast 1994 – 2001

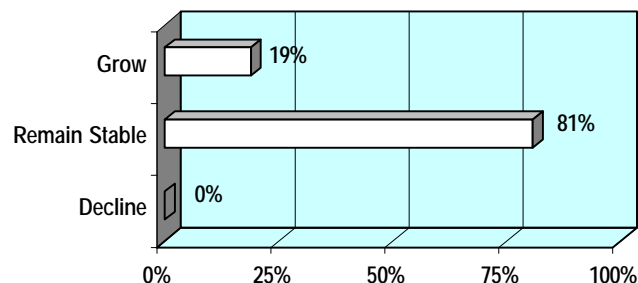
Occupation Size: Large (951 to 1062 by 2001)
 Projected new jobs: 111
 Openings due to separations: 141
 Projected growth between 1994-2001 is average, 11.7%
 (Average growth between 1994 – 2001 of all nonagricultural occupations in Contra Costa County is projected to be 12.2%)

SUPPLY AND DEMAND ASSESSMENT

Employers report **some** difficulty in finding experienced applicants and **great** difficulty in finding inexperienced applicants that meet their hiring standards.

Employers report **most** (60%) vacancies filled over the last 12 months were due to new positions, and **many** (40%) filled were due to temporary positions.

EMPLOYMENT OVER THE NEXT 3 YEARS



Almost all (81%) employers responding expect this occupation's employment to remain stable over the next 3 years, and **few** (19%) expect it to grow.

RECRUITMENT

When recruiting for employees, responding employers primarily use the following top three resources:

- In-House Promotions or Transfers
- Private Employment Agencies
- Employees' Referrals

MAJOR EMPLOYING INDUSTRIES (In survey area)

- Telephone Communications

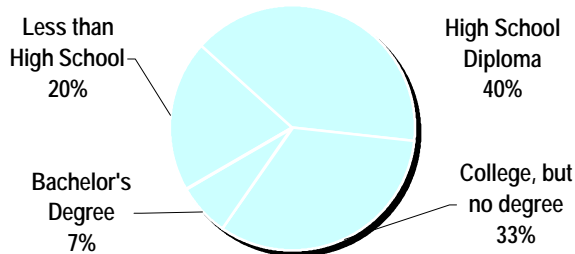
AMUSEMENT AND RECREATION ATTENDANTS

15 Employers Represented

Amusement and Recreation Attendants perform a variety of duties at amusement or recreation facilities. They schedule the use of recreation facilities and allocate equipment to participants of sporting events or recreational pursuits, collect fees for games played, set pins, prepare billiard tables, provide caddying and other services for golfers, and operate carnival rides and amusement concessions. **OES Code: 680140**

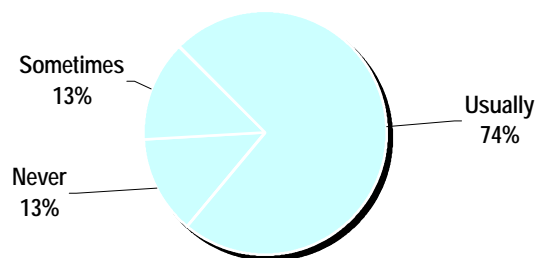
EDUCATION, TRAINING AND EXPERIENCE

EDUCATION LEVEL OF RECENT NEW HIRES



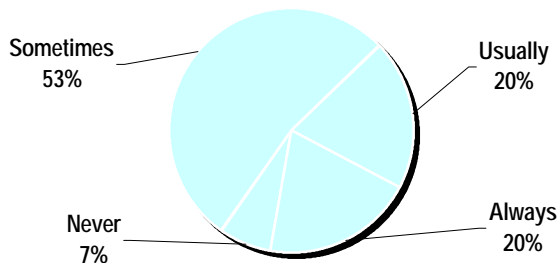
Many, (40%) employers report that recent new hires have completed High School or equivalent.

TRAINING SUBSTITUTING EXPERIENCE



Most, (74%) employers state that training is usually accepted as a substitute for experience. **Desired training when acceptable:** 1 to 6 months On-the-Job Training (OJT), CPR, or First Aid

PREVIOUS WORK EXPERIENCE REQUIRED



Many (53%) employers report that work experience is sometimes required. **Desired work experience when acceptable:** 6 to 12 months Recreation Aide, Gym Attendant, Life Guard, Fitness Instructor, Maintenance, or Waiter/Waitress

Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

OTHER REQUIREMENTS

Skills and Qualifications required were rated as follows:

Very Important • 3, 2, 1, 0 • Not Important

Technical

Ability to make change	2.3
Telephone answering skills	1.3
Ability to operate a cash register	1.3

Physical

Ability to stand for prolonged periods of time	3.0
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Basic

Ability to read and follow instructions	2.5
Basic math skills	2.2

Personal or Other

Oral communication skills	3.0
Public contact skills	3.0
Willingness to work with close supervision	2.7
Ability to work independently	2.3
Leadership ability	2.2

ADDITIONAL QUALIFICATIONS DESIRED:

Well Groomed, Cheerful Appearance, Healthy and Strong, Salesmanship, Reliable, Team Player, Honest, and Dependable

NEW SKILLS NEEDED OVER THE NEXT 3 YEARS:

People Service, Customer Service, and Interpersonal Communication

COMPUTER SKILLS SOUGHT:

All (100%) seek Database

SCHOOLS OFFERING RELATED TRAINING PROGRAMS:

- Antioch Adult School
- Coastal Diving Academy
- Regional Occupational Program
- Rubicon Programs, Incorporated
- St. Mary's College

WAGES AND OTHER INFORMATION

WAGES

	<i>Non-Union</i>	
	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$ 5.15 - \$10.00	\$ 5.50
New hires, experienced:	\$ 5.15 - \$10.00	\$ 6.00
Experienced, 3 Yrs. with Firm:	\$ 5.15 - \$16.00	\$ 8.00
	<i>Union</i>	
	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$ 5.15 - \$ 5.15	\$ 5.15
New hires, experienced:	\$ 5.15 - \$15.12	\$10.13
Experienced, 3 Yrs. with Firm:	\$10.00 - \$16.43	\$13.21

(Out of 15 firms responding, 2 are union.)

Few (7%) union firms hire only experienced employees to work in this occupation. **Few** (7%) non-union firms pay commission to employees working in this occupation.

HOURS WORKED

Many (48%) employees worked Full-Time; **few** (17%) worked Part-Time, and **few** (1%) worked Temporary/On Call.

FRINGE BENEFITS

Benefit	Full-Time Employees
Medical Insurance	100%
Dental Insurance	60%
Vision Insurance	30%
Life Insurance	40%
Paid Sick Leave	80%
Paid Vacation	80%
Retirement Plan	30%
Child Care	0%

Percentage of Employers Offering
Benefits to Full-Time Employees
Working In This Occupation

(Responding employers report that benefits are not offered to Part-Time employees working in this occupation.)

PROMOTIONAL OPPORTUNITIES

Responding employers listed the following occupations as promotional opportunities:

- Supervision
- Management

Related **Dictionary of Occupational Titles (DOT) Code:**

340.367-010, 341.367-010, 342.137-010, 343.137-014, 349.664-010

For more information, see COG #N/A

SIZE AND EMPLOYMENT OUTLOOK

Contra Costa County

Occupational Forecast 1994 – 2001

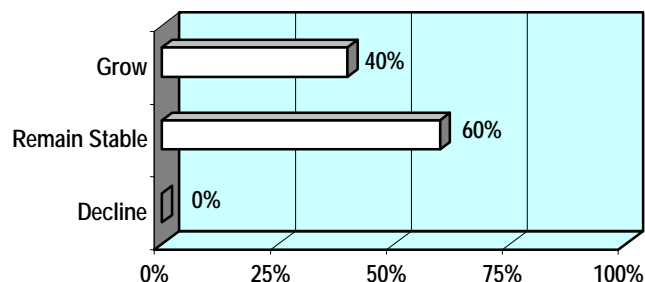
Occupation Size: Large (808 to 1242 by 2001)
 Projected new jobs: 434
 Openings due to separations: 288
 Projected growth between 1994-2001 is much faster than average, 53.7%
 (Average growth between 1994 – 2001 of all nonagricultural occupations in Contra Costa County is projected to be 12.2%)

SUPPLY AND DEMAND ASSESSMENT

Employers report **some** difficulty in finding experienced and inexperienced applicants that meet their hiring standards.

Employers report **some** (32%) vacancies filled over the last 12 months were due to temporary work; **some** (31%) filled were due to new positions; **some** (29%) filled were due to employees leaving, and **few** (7%) filled were due to promotions.

EMPLOYMENT OVER THE NEXT 3 YEARS



Most (60%) employers responding expect this occupation's employment to remain stable over the next 3 years, and **many** (40%) expect it to grow.

RECRUITMENT

When recruiting for employees, responding employers primarily use the following top five resources:

- Employees' Referrals
- Newspaper Ads
- Hire Unsolicited Applicants
- In-House Promotion or Transfer
- Other: Job Hotline, Job Postings, and Job Fairs

MAJOR EMPLOYING INDUSTRIES (In survey area)

- Local Government
- Amusement and Recreation
- Physical Fitness Facilities
- Public Golf Courses
- Membership Sports & Recreation Club

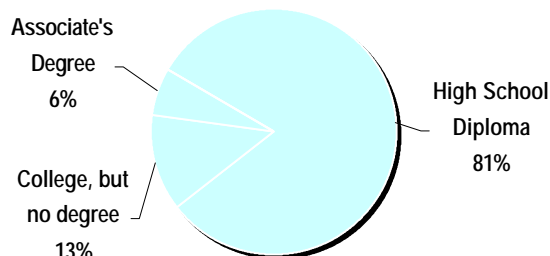
AUTOMOTIVE BODY AND RELATED REPAIRERS

16 Employers Represented

Automotive Body and Related Repairers repair, repaint, and refinish automotive vehicle bodies, straighten vehicle frames, and replace damaged vehicle glass. **OES Code: 853050**

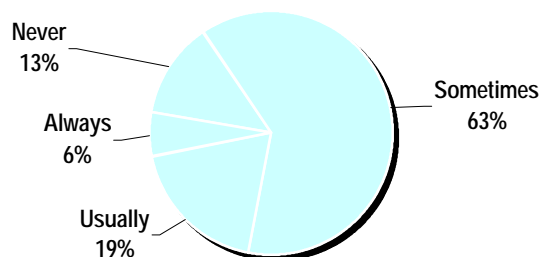
EDUCATION, TRAINING AND EXPERIENCE

EDUCATION LEVEL OF RECENT NEW HIRES



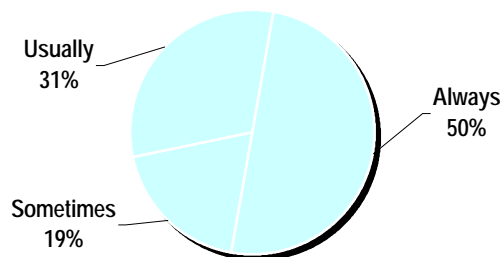
Almost all (81%) employers report that recent new hires have completed High School or equivalent.

TRAINING SUBSTITUTING EXPERIENCE



Most (63%) employers state that training is sometimes accepted as a substitute for experience. **Desired training when acceptable:** 6 to 12 months Automotive Body Repair Vocational Training, or Automotive Body Repair Certification

PREVIOUS WORK EXPERIENCE REQUIRED



Many (50%) employers report that work experience is always required. **Desired work experience when acceptable:** 12 to 48 months Apprentice, Body person, or Journey person

Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

OTHER REQUIREMENTS

Skills and Qualifications required were rated as follows:

Very Important • 3, 2, 1, 0 • Not Important

Technical

Ability to use power hand tools	3.0
Good color perception	2.8
Knowledge of painting techniques	2.8
Ability to use cutting and welding machines	2.7
Ability to do masking work	2.6
Work with fiberglass	1.7
Ability to install vehicle glass	1.3
Use a computer terminal	1.2

Physical

Ability to tolerate dust and paint fumes	2.4
Ability to lift at least 70 pounds	2.2

Basic

Oral communication skills	1.9
Perform basic mathematical computations	1.6
Write legibly	1.5

Personal or Other

Ability to read and follow instructions	2.9
Ability to work independently	2.8
Willingness to work with close supervision	2.5

ADDITIONAL QUALIFICATIONS DESIRED:

Desire to Work, Honest, Trustworthy, Clean, Reliable, Dependable, and Good Attitude

NEW SKILLS NEEDED OVER THE NEXT 3 YEARS:

Automobile Computers, Computer Knowledge, and Human Resources Management

COMPUTER SKILLS SOUGHT:

Many (50%) seek Spreadsheet; **many** (50%) seek Word Processing; **many** (50%) seek Database, and **many** (50%) seek Desktop Publishing.

SCHOOLS OFFERING RELATED TRAINING PROGRAMS:

- Contra Costa College
- Regional Occupational Program

Contra Costa County, 1997

WAGES AND OTHER INFORMATION

WAGES

	<u>Non-Union/Union</u> <u>Range</u>	<u>Median</u>
New hires, no experience:	\$ 7.00 - \$15.00	\$ 8.00
New hires, experienced:	\$ 9.00 - \$23.00	\$10.00
Experienced, 3 Yrs. with Firm:	\$15.00 - \$26.65	\$22.00

(Out of 16 firms responding, 1 is union.)

HOURS WORKED

Most (77%) employees worked Full-time; **some** (22%) worked Part-Time, and **few** (1%) worked Temporary/On Call.

FRINGE BENEFITS

Benefit	Full-Time Employees
Medical Insurance	94%
Dental Insurance	69%
Vision Insurance	50%
Life Insurance	13%
Paid Sick Leave	63%
Paid Vacation	69%
Retirement Plan	31%
Child Care	0%

Percentage of Employers Offering
Benefits to Full-Time Employees
Working in This Occupation

(Responding employers report that benefits are not offered to Part-Time employees working in this occupation.)

PROMOTIONAL OPPORTUNITIES

Responding employers listed the following occupations as promotional opportunities:

- Journey-Level Repairer
- Supervision
- Management

Related Dictionary of Occupational Titles (DOT) Code:
807.381-030

For more information, see COG #68

SIZE AND EMPLOYMENT OUTLOOK

Contra Costa County

Occupational Forecast 1994 – 2001

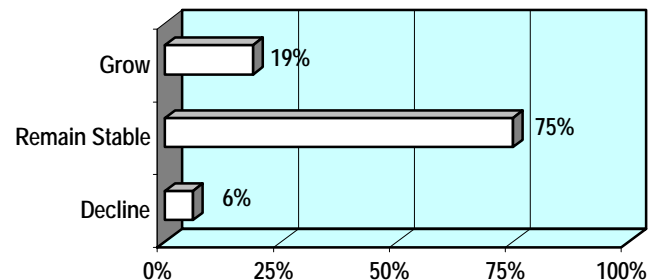
Occupation Size: Small (376 to 426 by 2001)
 Projected new jobs: 50
 Openings due to separations: 69
 Projected growth between 1994-2001 is average, 13.3%
 (Average growth between 1994 – 2001 of all nonagricultural occupations in Contra Costa County is projected to be 12.2%)

SUPPLY AND DEMAND ASSESSMENT

Employers report **some** difficulty in finding experienced and inexperienced applicants that meet their hiring standards.

Employers report **most** (79%) vacancies filled over the last 12 months were due to employees leaving; **few** (14%) filled were due to new positions; **few** (5%) filled were due to promotions, and **few** (2%) filled were due to temporary positions.

EMPLOYMENT OVER THE NEXT 3 YEARS



Most (75%) employers responding expect this occupation's employment to remain stable over the next 3 years; **few** (19%) expect it to grow, and **few** (6%) expect it to decline.

RECRUITMENT

When recruiting for employees, responding employers primarily use the following top four resources:

- Employees' Referrals
- Hire Unsolicited Applicants
- Newspaper Ads
- Other: Vendor Referral, and Steel Shops

MAJOR EMPLOYING INDUSTRIES (In survey area)

- Top and Body Repair & Paint Shops
- New and Used Car Dealers
- General Automotive Repair

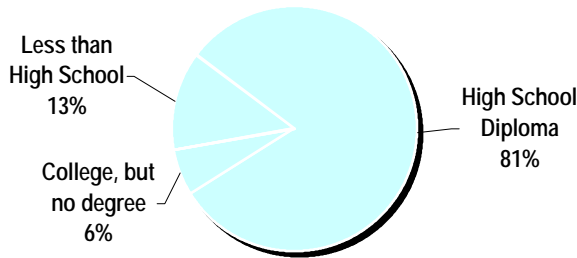
CASHIERS

16 Employers Represented

Cashiers receive and disburse cash payments, handle credit transactions, make change, issue receipts, and balance the tender drawer in a variety of establishments. Their work usually involves the use of adding machines, cash registers, and change makers. **OES Code: 490230**

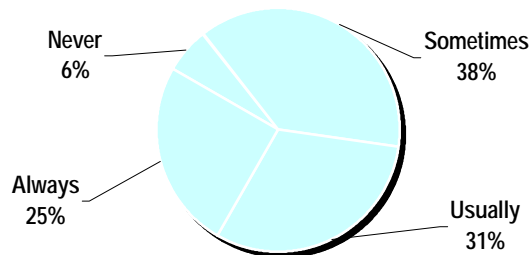
EDUCATION, TRAINING AND EXPERIENCE

EDUCATION LEVEL OF RECENT NEW HIRES



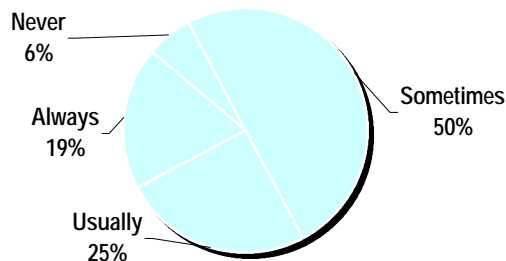
Almost all (81%) employers report that recent new hires have completed High School or equivalent.

TRAINING SUBSTITUTING EXPERIENCE



Some (38%) employers state that training is sometimes accepted as a substitute for experience. **Desired training when acceptable:** 4 to 12 months Cashier, Bank Teller, Bookkeeping, or Apprenticeship

PREVIOUS WORK EXPERIENCE REQUIRED



Many (50%) employers report that work experience is sometimes required. **Desired work experience when acceptable:** 6 to 9 months Cashier, Bank Teller, Bookkeeper, or Sales Clerk

Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

OTHER REQUIREMENTS

Skills and Qualifications required were rated as follows:

Very Important • 3, 2, 1, 0 • Not Important

Technical

Cash handling skills	3.0
Ability to operate a computerized cash register	2.9
Ability to use a computer terminal	2.1
Knowledge of check cashing procedures	2.1
Record keeping skills	1.9
Ability to operate a standard cash register	1.8
Ability to operate an automatic cash register	1.8

Physical

Stand for prolonged periods	2.8
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Basic

Ability to read and follow instructions	3.0
Perform basic mathematical computations	2.9

Personal or Other

Public contact skills	3.0
Oral communication skills	2.8
Ability to work under pressure	2.7
Ability to work independently	2.5
Ability to write legibly	2.4

ADDITIONAL QUALIFICATIONS DESIRED:

Trustworthiness, Product Knowledge, Promptness, Self Starter, Reliable, and Trainable

NEW SKILLS NEEDED OVER THE NEXT 3 YEARS:

Computer Usage, and Computerized Cash Register Operation

COMPUTER SKILLS SOUGHT:

Most (67%) seek Spreadsheet, and **some** (33%) seek Database

SCHOOLS OFFERING RELATED TRAINING PROGRAMS:

- Access USA Computer Training Center
- ACTech Institute
- Diablo Valley College
- East Bay Institute of Business and Legal Training
- Heald College – School of Business
- Los Medanos College
- Martinez Adult School/Technical Center
- Mt. Diablo Vocational Service Training
- Pittsburg Adult Education Center
- Regional Occupational Program
- West Contra Costa Adult Education
- Worldwide Educational Services

Contra Costa County, 1997

WAGES AND OTHER INFORMATION

WAGES

	<i>Non-Union</i>	
	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$ 5.15 - \$ 6.50	\$ 5.90
New hires, experienced:	\$ 5.50 - \$ 9.75	\$ 6.00
Experienced, 3 Yrs. with Firm:	\$ 7.00 - \$12.17	\$ 8.65

	<i>Union</i>	
	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$ 7.00 - \$ 8.74	\$ 8.70
New hires, experienced:	\$ 8.00 - \$ 8.74	\$ 8.70
Experienced, 3 Yrs. with Firm:	\$10.00 - \$16.40	\$15.80

(Out of 16 firms responding, 3 are union.)

HOURS WORKED

Many (53%) employees worked Full-Time; **many** (46%) worked Part-Time, and **few** (1%) worked Temporary/On Call.

FRINGE BENEFITS

Benefit	Full-Time Employees	Part-Time Employees
Medical Insurance	93%	7%
Dental Insurance	71%	7%
Vision Insurance	36%	0%
Life Insurance	21%	0%
Paid Sick Leave	79%	14%
Paid Vacation	71%	14%
Retirement Plan	14%	7%
Child Care	0%	0%

Percentage of Employers Offering Benefits
to Employees Working in This Occupation

PROMOTIONAL OPPORTUNITIES

Responding employers listed the following occupations as promotional opportunities:

- Salesperson
- Clerk
- Lead Cashier
- Supervision
- Management

Related **Dictionary of Occupational Titles (DOT) Code:**
211.362-010, 211.462-010, 211.462-014

For more information, see COG #31

SIZE AND EMPLOYMENT OUTLOOK

Contra Costa County

Occupational Forecast 1994 – 2001

Occupation Size: Very Large (7935 to 8957 by 2001)

Projected new jobs: 1022

Openings due to separations: 2941

Projected growth between 1994-2001 is average, 12.9%

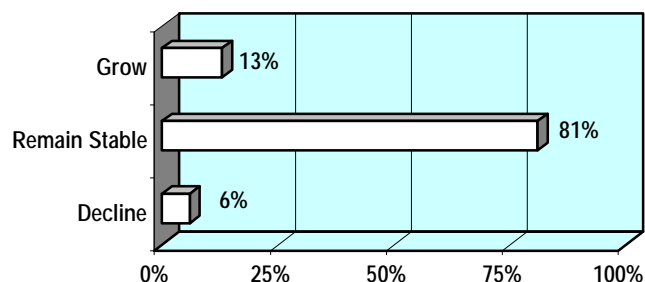
(Average growth between 1994 – 2001 of all nonagricultural occupations in Contra Costa County is projected to be 12.2%)

SUPPLY AND DEMAND ASSESSMENT

Employers report **little** difficulty in finding experienced and inexperienced applicants that meet their hiring standards.

Employers report **almost all** (92%) filled vacancies over the last 12 months were due to employees leaving, and **few** (8%) filled were due to temporary/on call work.

EMPLOYMENT OVER THE NEXT 3 YEARS



Almost all (81%) employers responding expect this occupation's employment to remain stable over the next 3 years; **few** (13%) expect it to grow, and **few** (6%) expect it to decline.

RECRUITMENT

When recruiting for employees, responding employers primarily use the following top four resources:

- Employees' Referrals
- Newspaper Ads
- Hire Unsolicited Applicants
- Other: Private Industry Council, Window Signs, and Word of Mouth

MAJOR EMPLOYING INDUSTRIES (In survey area)

- Grocery Stores
- Gasoline and Service Stations
- Drug Stores and Proprietary Stores
- Eating Places

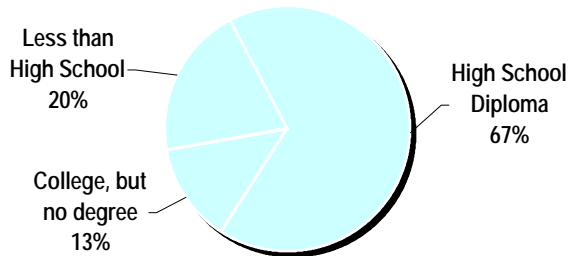
COMBINED FOOD PREPARATION AND SERVICE WORKERS

15 Employers Represented

Combined Food Preparation and Service Workers do both food preparation and food service. Does not include workers who spend more than 80 percent of their time in only one of these two areas. OES Code: 650410

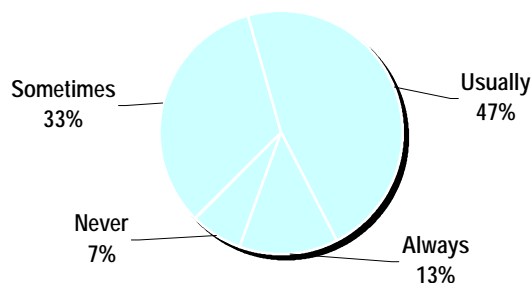
EDUCATION, TRAINING AND EXPERIENCE

EDUCATION LEVEL OF RECENT NEW HIRES



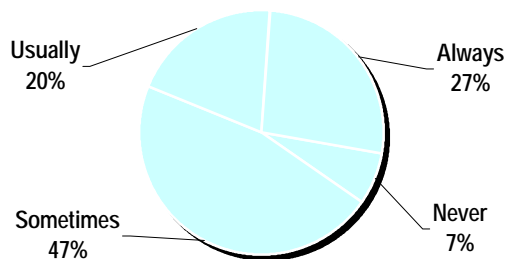
Most (67%) employers report that recent new hires have completed High School or equivalent.

TRAINING SUBSTITUTING EXPERIENCE



Many (47%) employers state that training is usually accepted as a substitute for experience. **Desired training when acceptable:** 12 to 24 months Culinary Sciences

PREVIOUS WORK EXPERIENCE REQUIRED



Many (47%) employers report that work experience is sometimes required. **Desired work experience when acceptable:** 6 months Restaurant Worker, Food Preparer, Line Cook, Short Order Cook, or Waiter/Waitress

Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

OTHER REQUIREMENTS

Skills and Qualifications required were rated as follows:

Very Important • 3, 2, 1, 0 • Not Important

Technical

Knowledge of food preparation	2.9
Short-order cooking skills	2.9
Knowledge of fry cooking	2.9
Ability to write legibly	2.6
Ability to make change	1.7
Ability to operate a computerized cash register	1.3
Ability to operate a standard cash register	0.9

Physical

Ability to stand for prolonged periods	2.8
Ability to work independently	2.7
Ability to lift at least 30 pounds	2.4

Basic

Meet employer grooming standards	3.0
Ability to follow oral instructions	3.0
Ability to interact well with others	3.0
Oral communication skills	2.8
Ability to read and follow instructions	2.6

Personal or Other

Ability to work rapidly	3.0
Public contact skills	2.7
Willingness to work evenings	2.7
Willingness to work with close supervision	2.7
Customer service skills	2.2

ADDITIONAL QUALIFICATIONS DESIRED:

Dependable, Reliable, Common Sense, Flexible, and Open-Minded

NEW SKILLS NEEDED OVER THE NEXT 3 YEARS:

Operate New Equipment, Customer Service, Sanitation Certificate, and Operate Computerized Cash Register

COMPUTER SKILLS SOUGHT:

None Reported

SCHOOLS OFFERING RELATED TRAINING PROGRAMS:

- Antioch Adult School
- Contra Costa College
- Diablo Valley College
- Regional Occupational Program
- Rubicon Programs, Incorporated

Contra Costa County, 1997

WAGES AND OTHER INFORMATION

HOURS

	<i>Non-Union/Union</i>	
	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$ 5.15 - \$ 9.53	\$ 6.62
New hires, experienced:	\$ 5.15 - \$10.00	\$ 7.08
Experienced, 3 Yrs. with Firm:	\$ 6.50 - \$14.42	\$ 9.77

"Union firms pay at top end of wage ranges".

(Out of 15 firms responding, 3 are union.)

Few (7%) firms pay commission to employees working in this occupation.

HOURS WORKED

Most (61%) employees worked Full-Time, and **some** (39%) worked Part-Time.

FRINGE BENEFITS

Benefit	Full-Time Employees	Part-Time Employees
Medical Insurance	92%	23%
Dental Insurance	85%	23%
Vision Insurance	38%	23%
Life Insurance	31%	15%
Paid Sick Leave	62%	31%
Paid Vacation	77%	31%
Retirement Plan	46%	23%
Child Care	0%	0%

Percentage of Employers Offering Benefits
to Employees Working in This Occupation

PROMOTIONAL OPPORTUNITIES

Responding employers listed the following occupations as promotional opportunities:

- Cook
- Supervision
- Management

Related Dictionary of Occupational Titles (DOT) Code:
317.687-010

For more information, see COG #331

SIZE AND EMPLOYMENT OUTLOOK

Contra Costa County

Occupational Forecast 1994 – 2001

Occupation Size: Very Large (2081 to 2967 by 2001)

Projected new jobs: 166

Openings due to separations: 294

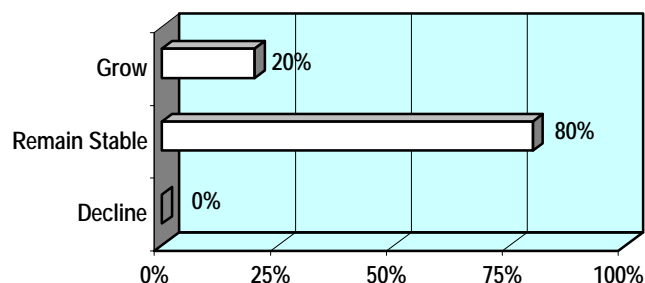
Projected growth between 1994-2001 is slower than average, 5.9%
(Average growth between 1994 – 2001 of all nonagricultural occupations in Contra Costa County is projected to be 12.2%)

SUPPLY AND DEMAND ASSESSMENT

Employers report **little** difficulty in finding experienced and inexperienced applicants that meet their hiring standards.

Employers report **most** (63%) vacancies filled over the last 12 months were due to employees leaving; **some** (22%) filled were due to promotions, and **few** (15%) filled were due to new positions.

EMPLOYMENT OVER THE NEXT 3 YEARS



Almost all (80%) employers responding expect this occupation's employment to remain stable over the next 3 years, and **some** (20%) expect it to grow.

RECRUITMENT

When recruiting for employees, responding employers primarily use the following top three resources:

- Employees' Referrals
- Newspaper Ads
- In-House Promotion or Transfer

MAJOR EMPLOYING INDUSTRIES (In survey area)

- Eating Places
- Grocery Stores

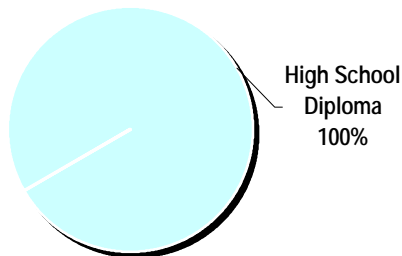
CONCRETE AND TERRAZZO FINISHERS

15 Employers Represented

Concrete and Terrazzo finishers apply cement, sand, pigment, and marble chips to floors, stairways, and cabinet fixtures to finish and attain durable and decorative surfaces according to specifications and drawings. They finish surfaces of freshly poured concrete walls, roads, walkways, and ornamental stone facings of concrete structural products to remove imperfections. Includes Concrete Rubbers. **OES Code: 873110**

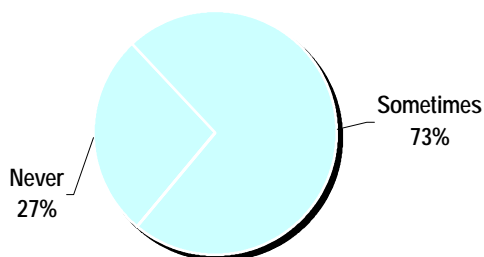
EDUCATION, TRAINING AND EXPERIENCE

EDUCATION LEVEL OF RECENT NEW HIRES



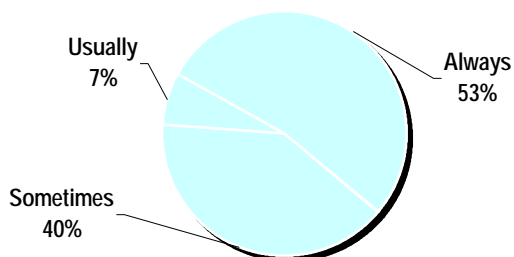
All (100%) employers report that recent new hires have completed High School or equivalent.

TRAINING SUBSTITUTING EXPERIENCE



Most (73%) employers state that training is sometimes accepted as a substitute for experience. **Desired training when acceptable:** 6 to 12 months Cement Mason School

PREVIOUS WORK EXPERIENCE REQUIRED



Many (53%) employers report that work experience is always required. **Desired work experience when acceptable:** 12 to 24 months Concrete Finisher, or Cement Finisher

Key Terms:

All = 100%, **Almost all** = 80% - 99%, **Most** = 60% - 79%,
Many = 40% - 59%, **Some** = 20% - 39%, **Few** = less than 20%

OTHER REQUIREMENTS

Skills and Qualifications required were rated as follows:

Very Important • 3, 2, 1, 0 • Not Important

Technical

Ability to use hand tools	3.0
Ability to do cement work	3.0
Understanding of construction terms	2.7
Basic construction skills	2.6
Ability to operate power hand tools	2.3

Physical

Ability to kneel for extended periods of time	3.0
Ability to perform strenuous and physically demanding work	3.0
Physical stamina	2.8
Ability to lift at least 100 pounds repeatedly	1.9

Basic

Oral communication skills	2.9
Ability to read and follow instructions	2.5

Personal or Other

Ability to work independently	2.9
Willingness to work with close supervision	2.9
Interpersonal skills	2.4

ADDITIONAL QUALIFICATIONS DESIRED:

Clean, Polite, Honest, Punctual, and Dependable

NEW SKILLS NEEDED OVER THE NEXT 3 YEARS:

None reported

COMPUTER SKILLS SOUGHT:

None reported

SCHOOLS OFFERING RELATED TRAINING PROGRAMS:

- Diablo Valley College
- Martinez Adult School

Contra Costa County, 1997

WAGES AND OTHER INFORMATION

WAGES

	<i>Union</i>	
	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$12.00 - \$18.00	\$15.00
New hires, experienced:	\$15.00 - \$22.00	\$20.00
Experienced, 3 Yrs. with Firm:	\$20.00 - \$25.00	\$21.00

	<i>Non-Union</i>	
	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$12.00 - \$16.00	\$14.00
New hires, experienced:	\$16.00 - \$20.00	\$17.50
Experienced, 3 Yrs. with Firm:	\$19.50 - \$24.00	\$22.50

(Out of 15 firms responding, 11 are union.)

HOURS WORKED

Almost all (88%) employees worked Seasonal, and **few** (12%) worked Part-Time.

FRINGE BENEFITS

Benefit	Full-Time Employees
Medical Insurance	100%
Dental Insurance	67%
Vision Insurance	17%
Life Insurance	0%
Paid Sick Leave	67%
Paid Vacation	67%
Retirement Plan	0%
Child Care	0%

Percentage of Employers Offering
Benefits to Full-Time Employees
Working in This Occupation

(Responding employers report that benefits are not offered to Part-Time employees working in this occupation.)

PROMOTIONAL OPPORTUNITIES

Responding employers listed the following occupations as promotional opportunities:

- Foreman
- Supervisor
- Superintendent

Related **Dictionary of Occupational Titles (DOT) Code:**
844.364-010, 844.461-010, 844.684-010, 861.381-046, 861.664-014
For more information, see COG #181

SIZE AND EMPLOYMENT OUTLOOK

Contra Costa County
Occupational Forecast 1994 – 2001

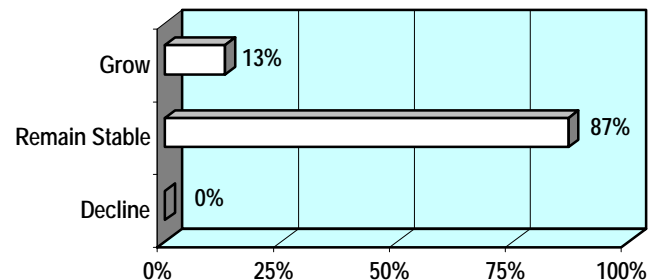
Occupation Size: Medium (583 to 633 by 2001)
Projected new jobs: 50
Openings due to separations: 69
Projected growth between 1994-2001 is slower than average, 8.6%
(Average growth between 1994 – 2001 of all nonagricultural occupations in Contra Costa County is projected to be 12.2%)

SUPPLY AND DEMAND ASSESSMENT

Employers report **little** difficulty in finding experienced applicants and **some** difficulty in finding inexperienced applicants that meet their hiring standards.

Employers report **many** (57%) vacancies filled over the last 12 months were due to temporary/on call positions; **some** (33%) filled were due to new positions; **few** (8%) filled were due to employees leaving, and **few** (2%) filled were due to promotions.

EMPLOYMENT OVER THE NEXT 3 YEARS



Almost all (87%) employers responding expect this occupation's employment to remain stable over the next 3 years, and **few** (13%) expect it to grow.

RECRUITMENT

When recruiting for employees, responding employers primarily use the following top three resources:

- Union Hall Referrals
- Employees' Referrals
- Hire Unsolicited Applicants

MAJOR EMPLOYING INDUSTRIES (In survey area)

- Concrete Work
- Single Family Housing Construction
- Highway and Street Construction

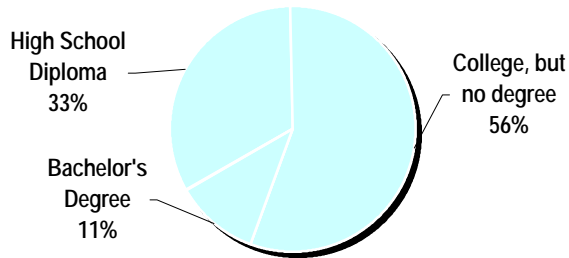
CUSTOMER SERVICE REPRESENTATIVES - UTILITIES

9 Employers Represented

Utilities Customer Service Representatives interview applicants for water, gas, electric, or telephone service. They talk with customers by phone or in person and receive orders for installation, turn-on, discontinuance, or change in services. **OES Code: 553350**

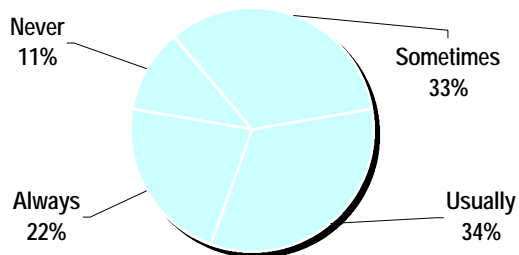
EDUCATION, TRAINING AND EXPERIENCE

EDUCATION LEVEL OF RECENT NEW HIRES



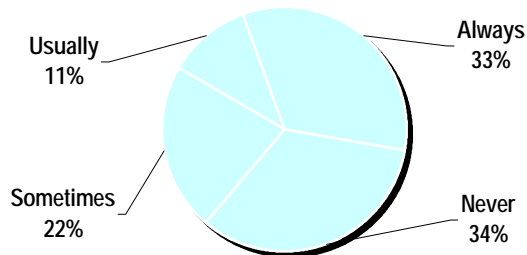
Many (56%) employers report that recent new hires have completed some college, but no degree.

TRAINING SUBSTITUTING EXPERIENCE



Some (34%) employers state that training is usually accepted as a substitute for experience. **Desired training when acceptable:** 6 months On-the-Job Training (OJT)

PREVIOUS WORK EXPERIENCE REQUIRED



Some (34%) employers report that work experience is never required. **Desired work experience when acceptable:** 12 to 24 months Customer Service, Receptionist, Sales, and Telephone Operator

Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

OTHER REQUIREMENTS

Skills and Qualifications required were rated as follows:

Very Important • 3, 2, 1, 0 • Not Important

Technical

Ability to understand the company's products or services	3.0
Ability to learn customers' needs	3.0
Ability to use a calculator	3.0
Record keeping skills	2.9
Telephone sales skills	2.9
Ability to write effectively	2.1

Physical

Ability to sit continuously for 2 or more hours	3.0
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Basic

Ability to read and follow instructions	2.9
Oral communication skills	2.9
Basic math skills	2.9
Ability to write legibly	2.1

Personal or Other

Public contact skills	2.9
Ability to perform routine repetitive work	2.9
Diplomacy	2.9
Ability to work under pressure	2.9
Willingness to work with close supervision	2.7
Ability to work independently	2.0

ADDITIONAL QUALIFICATIONS DESIRED:

Flexible, and Willingness to Work

NEW SKILLS NEEDED OVER THE NEXT 3 YEARS:

Bi-Lingual in Spanish, Vietnamese, Chinese and Cantonese, Multiple-Line Telephone Management, Database Management, Customer Contact, and Communication

COMPUTER SKILLS SOUGHT:

All (100%) seek Word Processing; **almost** all (83%) seek Database; **most** (67%) seek Spreadsheet, and **few** (17%) seek Desktop Publishing

SCHOOLS OFFERING RELATED TRAINING PROGRAMS:

- Access USA Computer Training Center
- Diablo Valley College
- Martinez Adult School
- Mt. Diablo Vocational Service Training
- Regional Occupational Program
- Worldwide Educational Services

Contra Costa County, 1997

WAGES AND OTHER INFORMATION

WAGES

	<i>Non-Union</i> <u>Range</u>	<u>Median</u>
New hires, no experience:	\$ 6.00 - \$16.13	\$ 8.00
New hires, experienced:	\$ 6.00 - \$19.18	\$10.00
Experienced, 3 Yrs. with Firm:	\$ 7.50 - \$28.77	\$13.00

(Out of 9 firms responding, all answered this question.)

HOURS WORKED

Almost all (81%) employees worked Temporary/On Call; **few** (13%) worked Full-Time, and **few** (6%) worked Part-Time.

FRINGE BENEFITS

Benefit	Full-Time Employees	Part-Time Employees
Medical Insurance	100%	11%
Dental Insurance	78%	11%
Vision Insurance	11%	11%
Life Insurance	0%	11%
Paid Sick Leave	78%	11%
Paid Vacation	89%	11%
Retirement Plan	22%	11%
Child Care	0%	0%

Percentage of Employers Offering Benefits
to Employees Working in This Occupation

PROMOTIONAL OPPORTUNITIES

Responding employers listed the following occupations as promotional opportunities:

- Supervision
- Administrative Management

Related Dictionary of Occupational Titles (DOT) Code:
959.361-010

For more information, see COG # 544

SIZE AND EMPLOYMENT OUTLOOK

Contra Costa County
Occupational Forecast 1994 – 2001

Occupation Size: Very Large (2,113 to 2,344 by 2001)

Projected new jobs: 231

Openings due to separations: 317

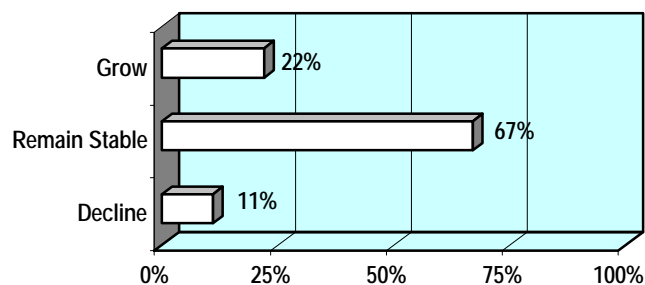
Projected growth between 1994-2001 is slower than average, 10.9%
(Average growth between 1994 – 2001 of all nonagricultural occupations in Contra Costa County is projected to be 12.2%)

SUPPLY AND DEMAND ASSESSMENT

Employers report **little** difficulty in finding experienced and inexperienced applicants that meet their hiring standards.

Employers report **some** (33%) vacancies filled over the last 12 months were due to promotions; **some** (33%) filled were due to employees leaving, and **some** (33%) filled were due to new positions.

EMPLOYMENT OVER THE NEXT 3 YEARS



Most (67%) employers responding expect this occupation's employment to remain stable over the next 3 years; **some** (22%) expect it to grow, and **few** (11%) expect it to decline.

RECRUITMENT

When recruiting for employees, responding employers primarily use the following top three resources:

- Employees' Referrals
- Newspaper Ads
- Private Employment Agencies

MAJOR EMPLOYING INDUSTRIES (In survey area)

- Telephone Communications Companies
- Radiotelephone Communications

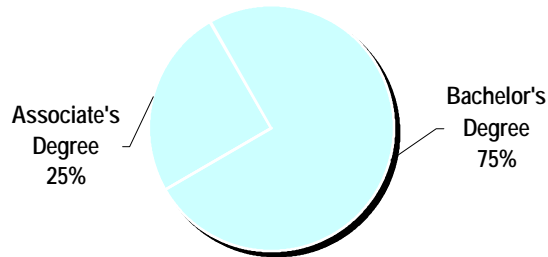
DENTAL HYGIENISTS

16 Employers Represented

Dental Hygienists perform dental prophylactic treatments and instruct groups and individuals in the care of the teeth and mouth. OES Code: 329080

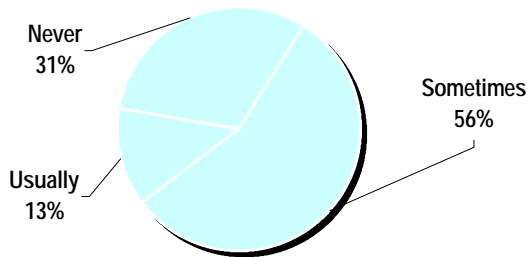
EDUCATION, TRAINING AND EXPERIENCE

EDUCATION LEVEL OF RECENT NEW HIRES



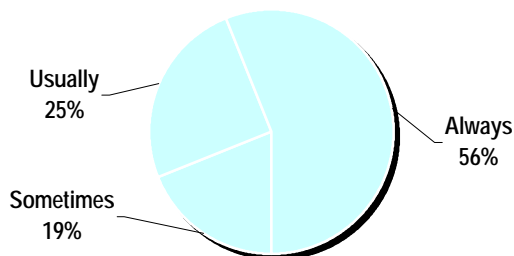
Most (75%) employers report that recent new hires have completed their Bachelor's Degree.

TRAINING SUBSTITUTING EXPERIENCE



Many (56%) employers state that training is sometimes accepted as a substitute for experience. **Desired training when acceptable:** Registered Dental Hygienists License - State of California

PREVIOUS WORK EXPERIENCE REQUIRED



Many (56%) employers report that work experience is always required. **Desired work experience when acceptable:** 12 to 24 months Dental Hygienist, Dental Assistant, or Pediatric Dental Assistant

OTHER REQUIREMENTS

Skills and Qualifications required were rated as follows:

Very Important • 3, 2, 1, 0 • Not Important

Technical

Possession of a Radiation Safety Certificate	3.0
Possession of a state license or certificate	3.0
Ability to keenly follow health and safety procedures	3.0
Ability to read X-ray film	2.9
Ability to effectively communicate diagnosis to a patient	2.8
Ability to chart decay and disease for diagnosis	2.8
Knowledge of anesthesiology	2.6
Ability to administer local anesthetic agents	2.3
Ability to provide health education to improve and maintain oral health of others	0.2

Physical

Willingness to sit, lean and balance for a majority of the workday	2.4
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Personal or Other

Good oral communication skills	3.0
Customer service oriented	2.8
Public contact skills	2.8
Ability to work independently	2.6

ADDITIONAL QUALIFICATIONS DESIRED:

Attention to Detail, Reliable, Dependable, Prompt, Organized, and Team Oriented

NEW SKILLS NEEDED OVER THE NEXT 3 YEARS:

Work with young patients

COMPUTER SKILLS SOUGHT:

Many, 50% seek Word Processing, and **many**, 50% seek Database

SCHOOLS OFFERING RELATED TRAINING PROGRAMS:

- Diablo Valley College

Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

Contra Costa County, 1997

WAGES AND OTHER INFORMATION

WAGES

	<i>Non-Union</i>
	<u>Range</u> <u>Median</u>
New hires, no experience:	\$28.77 - \$35.00 \$32.41
New hires, experienced:	\$28.77 - \$35.00 \$32.25
Experienced, 3 Yrs. with Firm:	\$33.56 - \$40.00 \$37.00

(Out of 16 firms responding, all answered this question.)

HOURS WORKED

Most, 61% employees worked Full-Time; **some**, 37% worked Part-Time, and **few**, 3% worked Temporary/On Call.

FRINGE BENEFITS

Benefit	Full-Time Employees	Part-Time Employees
Medical Insurance	91%	0%
Dental Insurance	82%	0%
Vision Insurance	36%	0%
Life Insurance	18%	0%
Paid Sick Leave	45%	9%
Paid Vacation	45%	9%
Retirement Plan	45%	9%
Child Care	0%	0%

Percentage of Employers Offering Benefits
to Employees Working in This Occupation

PROMOTIONAL OPPORTUNITIES

Responding employers listed the following occupations as promotional opportunities:

- None reported.

Related Dictionary of Occupational Titles (DOT) Code:
078.361-010

For more information, see COG #155

SIZE AND EMPLOYMENT OUTLOOK

Contra Costa County

Occupational Forecast 1994 – 2001

Occupation Size: Medium (600 to 698 by 2001)

Projected new jobs: 98

Openings due to separations: 79

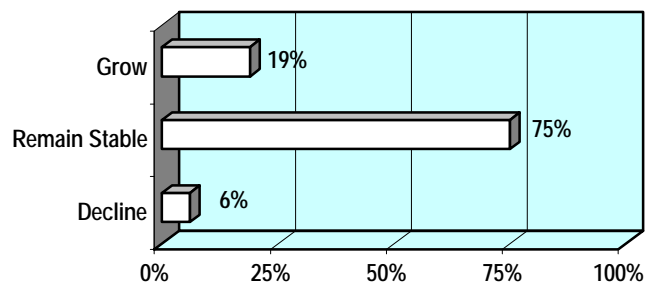
Projected growth between 1994-2001 is faster than average, 16.3%
(Average growth between 1994 – 2001 of all nonagricultural occupations in Contra Costa County is projected to be 12.2%)

SUPPLY AND DEMAND ASSESSMENT

Employers report **some** difficulty in finding experienced and inexperienced applicants that meet their hiring standards.

Employers report **many** (50%) vacancies filled over the last 12 months were due to new positions; **some** (33%) filled were due to temporary positions, and **few** (17%) filled were due to employees leaving.

EMPLOYMENT OVER THE NEXT 3 YEARS



Most (75%) employers responding expect this occupation's employment to remain stable over the next 3 years; **few** (19%) expect it to grow, and **few** (6%) expect it to decline.

RECRUITMENT

When recruiting for employees, responding employers primarily use the following top four resources:

- Employees' Referrals
- Newspaper Ads
- Private Employment Agencies
- Other: Personal Knowledge and Professional Associations

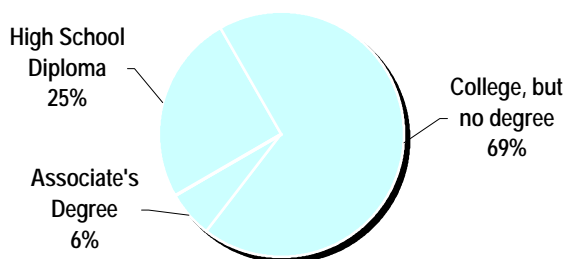
MAJOR EMPLOYING INDUSTRIES (In survey area)

- Offices and Clinics of Dentists

Desktop Publishing-Graphic Designers use desktop publishing software to lay out pages, select size and style of type, and enter text and graphics into computer to produce printed materials, such as advertisements, brochures, newsletters, and forms, applying knowledge of graphic arts techniques and typesetting. **Non-OES Code: 979382999**

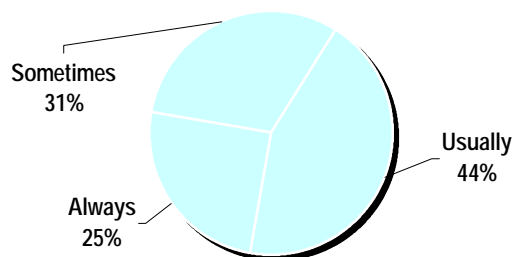
EDUCATION, TRAINING AND EXPERIENCE

EDUCATION LEVEL OF RECENT NEW HIRES



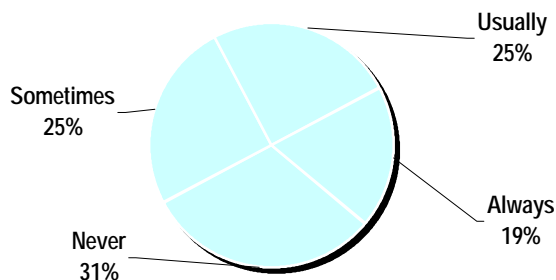
Most (69%) employers report that recent new hires have completed some college, but no degree.

TRAINING SUBSTITUTING EXPERIENCE



Many (44%) employers state that training is usually accepted as a substitute for experience. **Desired training when acceptable:** College-Level Desktop Publishing Course, or College-Level Graphic Design Course

PREVIOUS WORK EXPERIENCE REQUIRED



Some (31%) employers report that work experience is never required. **Desired work experience when acceptable:** 12 to 24 months Desktop Publishing, Graphic Design, Electronic Press, or Print Shop Assistant

Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

OTHER REQUIREMENTS

Skills and Qualifications required were rated as follows:

Very Important • 3, 2, 1, 0 • Not Important

Technical

Graphic, drafting, drawing or other art skill	2.9
Selected image manipulation/page layout software	2.8
Understanding of most graphic software packages	2.1
Database management	1.5
Internet	0.9
Web publishing	0.5

Physical

Work under pressure	2.9
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Basic

Strong visual acuity	2.8
Understanding typography	2.2
Background in design principles and color theory	1.9
Understanding of constraints (limited color palette, Bandwidth constraints, etc.)	1.5
Understanding of cross-platform constraints	1.5

Personal or Other

Teamwork	2.8
Creativity	2.8
Problem solving	2.8
Oral and written communication skills	2.4
Lifelong learning	1.9
Understanding of interactivity	1.2

ADDITIONAL QUALIFICATIONS DESIRED:

Diplomatic, Sincere Interest in the Work, Diverse Personality, Flexible

NEW SKILLS NEEDED OVER THE NEXT 3 YEARS:

Free-Hand Drawing, Illustrating, Internet, Web Design, Windows, Graphics, Scanning Disc-to-Plate, and Time Management

COMPUTER SKILLS SOUGHT:

Almost all (93%) seek Desktop publishing; **some** (36%) seek Word Processing; **some** (29%) seek other: graphic and illustrator software; **few** (14%) seek Spreadsheet, and **few** (14%) seek Database

SCHOOLS OFFERING RELATED TRAINING PROGRAMS:

- Access USA Computer Training Center
- Contra Costa College
- East Bay Institute of Business

WAGES AND OTHER INFORMATION

WAGES

	<i>Non-Union</i> <u>Range</u>	<u>Median</u>
New hires, no experience:	\$ 8.00 - \$15.00	\$10.00
New hires, experienced:	\$ 9.00 - \$20.00	\$12.00
Experienced, 3 Yrs. with Firm:	\$12.00 - \$30.00	\$16.39

(Out of 16 firms responding, all answered this question.)

HOURS WORKED

Almost all (81%) employees worked Full-Time; **few** (17%) worked Part-Time, and **few** (2%) worked Temporary/On Call.

FRINGE BENEFITS

Benefit	Full-Time Employees	Part-Time Employees
Medical Insurance	100%	8%
Dental Insurance	38%	8%
Vision Insurance	23%	8%
Life Insurance	23%	8%
Paid Sick Leave	100%	0%
Paid Vacation	77%	0%
Retirement Plan	38%	0%
Child Care	8%	0%

Percentage of Employers Offering Benefits
to Employees Working in This Occupation

PROMOTIONAL OPPORTUNITIES

Responding employers listed the following occupations as promotional opportunities:

- Supervision
- Electronic Pre-Press Manager
- Sales Manager
- Art Director
- Management

Related Dictionary of Occupational Titles (DOT) Code:
979.382-026

For more information, see COG #N/A

SIZE AND EMPLOYMENT OUTLOOK

Contra Costa County
Occupational Forecast 1994 – 2001

Occupation Size: Small (3 to 3 by 2001)

Projected new jobs: 0

Openings due to separations: 0

Projected growth between 1994-2001 is remain stable, 0.0%

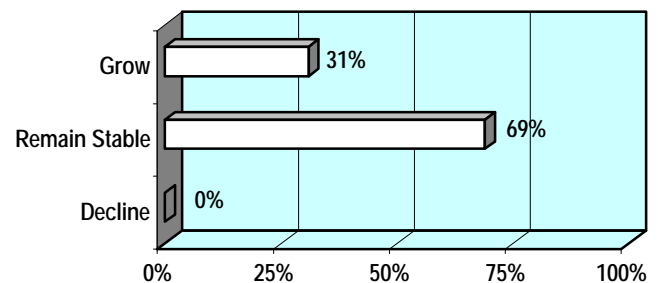
(Average growth between 1994 – 2001 of all nonagricultural occupations in Contra Costa County is projected to be 12.2%)

SUPPLY AND DEMAND ASSESSMENT

Employers report **some** difficulty in finding experienced and inexperienced applicants that meet their hiring standards.

Employers report **most** (77%) vacancies filled over the last 12 months were due to temporary/on call positions; **few** (13%) filled were due to employees leaving, and **few** (10%) filled were due to new positions.

EMPLOYMENT OVER THE NEXT 3 YEARS



Most (69%) employers responding expect this occupation's employment to remain stable over the next 3 years, and **some** (31%) expect it to grow.

RECRUITMENT

When recruiting for employees, responding employers primarily use the following top four resources:

- Newspaper Ads
- Employees' Referrals
- Hire Unsolicited Applicants
- Other: Internet

MAJOR EMPLOYING INDUSTRIES (In survey area)

- Newspapers
- Help Supply Services
- Employment Agencies
- Commercial Printing
- Lithographic
- Typesetting
- Local Government

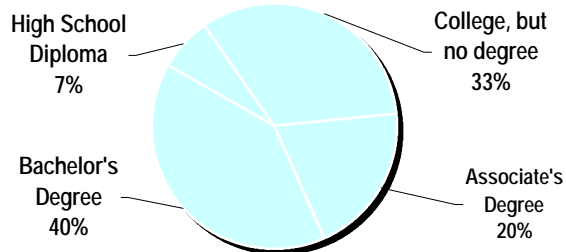
EMPLOYMENT INTERVIEWERS – PRIVATE OR PUBLIC EMPLOYMENT SERVICE

15 Employers Represented

Employment Interviewers interview job applicants in an employment office and refer them to prospective employers for consideration. They record and evaluate various pertinent data, search application files, notify selected applicants of job openings, refer qualified applicants to prospective employers, and contact employers to verify referral results and record data. **OES Code: 215080**

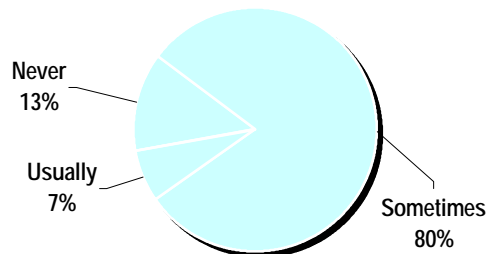
EDUCATION, TRAINING AND EXPERIENCE

EDUCATION LEVEL OF RECENT NEW HIRES



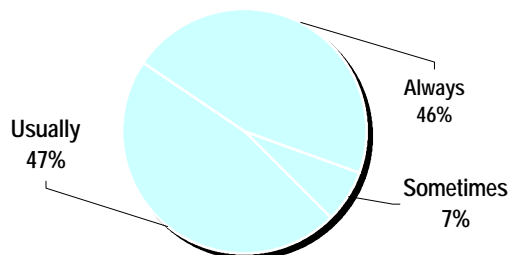
Many (40%) employers report that recent new hires have completed their Bachelor's degree.

TRAINING SUBSTITUTING EXPERIENCE



Almost all (80%) employers state that training is sometimes accepted as a substitute for experience. **Desired training when acceptable:** 12 months Human Resources Coursework

PREVIOUS WORK EXPERIENCE REQUIRED



Many (47%) employers report that work experience is usually required. **Desired work experience when acceptable:** 12 to 24 months Human Resources, Job Development, Head Hunting, Office Management, Vocational Counseling, Customer Service, or Staffing Specialist

Key Terms:

All = 100%, **Almost all** = 80% - 99%, **Most** = 60% - 79%,

Many = 40% - 59%, **Some** = 20% - 39%, **Few** = less than 20%

OTHER REQUIREMENTS

Skills and Qualifications required were rated as follows:

Very Important • 3, 2, 1, 0 • Not Important

Technical

Personnel interviewing skills	3.0
Record keeping skills	3.0
Counseling skills	2.0
Ability to apply sales techniques	1.5

Physical

Ability to sit continuously for 2 or more hours	0.6
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Basic

Ability to read and follow instructions	3.0
Oral communication skills	2.9
Basic math skills	2.4
Ability to write legibly	2.2

Personal or Other

Customer service skills	2.8
Ability work independently	2.8
Tactfulness	2.8

ADDITIONAL QUALIFICATIONS DESIRED:

Flexible, and Punctual

NEW SKILLS NEEDED OVER THE NEXT 3 YEARS:

Negotiations, and Understanding of Employment Laws

COMPUTER SKILLS SOUGHT:

All (100%) seek Word Processing; **almost all** (82%) seek Spreadsheet; **most** (64%) seek Database, and **few** (9%) seek Desktop Publishing

SCHOOLS OFFERING RELATED TRAINING PROGRAMS:

- California State University, Hayward – Contra Costa Campus
- Chapman University
- Golden Gate University
- John F. Kennedy University
- Pittsburg Adult Education Center
- Regional Occupational Program
- Rosebridge Graduate School of Integrative Psychology
- St. Mary's College
- UC Berkeley, University Extension
- University of Phoenix
- University of San Francisco College of Professional Studies

Contra Costa County, 1997

WAGES AND OTHER INFORMATION

WAGES

	<i>Non-Union</i> Range	Median
New hires, no experience:	\$11.03 - \$20.19	\$14.38
New hires, experienced:	\$ 8.00 - \$25.24	\$15.58
Experienced, 3 Yrs. with Firm:	\$10.00 - \$47.95	\$19.18

(Out of 15 firms responding, all answered this question.)

Few (6%) firms pay commission to employees working in this occupation. **Some** (33%) report that wages are not offered to new hires with no experience working in this occupation.

HOURS WORKED

Almost all (86%) employees worked Full-Time, and **few** (14%) worked Part-Time.

FRINGE BENEFITS

Benefit	Full-Time Employees
Medical Insurance	100%
Dental Insurance	67%
Vision Insurance	17%
Life Insurance	0%
Paid Sick Leave	67%
Paid Vacation	67%
Retirement Plan	0%
Child Care	0%

Percentage Of Employers Offering
Benefits To Full-Time Employees
Working In This Occupation

(Responding employers report that benefits are not offered to Part-Time employees.)

PROMOTIONAL OPPORTUNITIES

Responding employers listed the following occupations as promotional opportunities:

- Branch Manager
- Account Manager
- Supervisor
- Director
- On-Site Coordinator

Related Dictionary of Occupational Titles (DOT) Code:
166.267-010

For more information, see COG #38

SIZE AND EMPLOYMENT OUTLOOK

Contra Costa County

Occupational Forecast 1994 – 2001

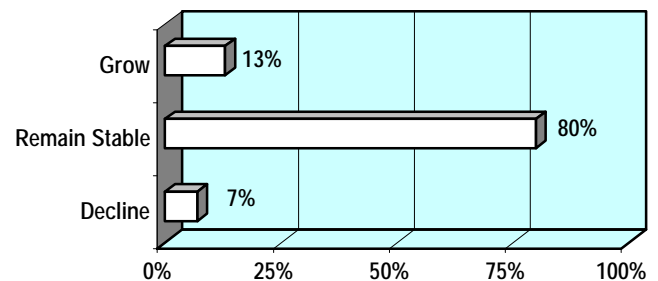
Occupation Size: Small (228 to 328 by 2001)
 Projected new jobs: 100
 Openings due to separations: 36
 Projected growth between 1994-2001 is much faster than average, 43.9%
 (Average growth between 1994 – 2001 of all nonagricultural occupations in Contra Costa County is projected to be 12.2%)

SUPPLY AND DEMAND ASSESSMENT

Employers report **some** difficulty in finding experienced inexperienced applicants that meet their hiring standards.

Employers report **many** (44%) vacancies filled over the last 12 months were due to promotions; **many** (44%) filled were due to employees leaving, and **few** (11%) filled were due to new positions.

EMPLOYMENT OVER THE NEXT 3 YEARS



Almost all (80%) employers responding expect this occupation's employment to remain stable over the next 3 years; **few** (13%) expect it to grow, and **few** (7%) expect decline.

RECRUITMENT

When recruiting for employees, responding employers primarily use the following top four resources:

- Newspaper Ads
- Employees' Referrals
- Private Employment Agencies
- In-House Promotions or Transfers

MAJOR EMPLOYING INDUSTRIES (In survey area)

- Employment Agencies
- Help Supply Services
- Job Training and Related Services

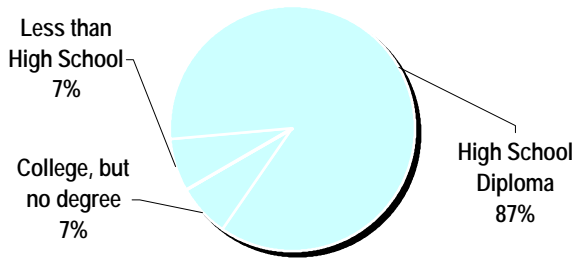
FILE CLERKS

15 Employers Represented

File Clerks file correspondence, cards, invoices, receipts, and other records in alphabetical or numerical order or according to the filing system used, and locate and remove material from files when requested. They may be required to classify and file new material. **OES Code: 553210**

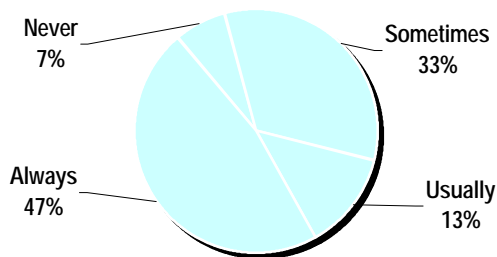
EDUCATION, TRAINING AND EXPERIENCE

EDUCATION LEVEL OF RECENT NEW HIRES



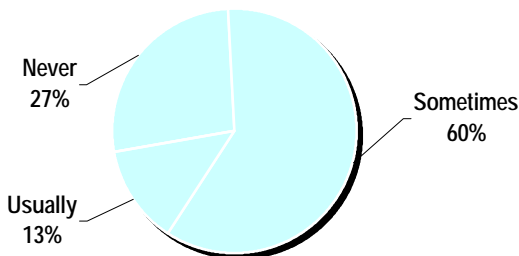
Almost all (87%) employers report that recent new hires have completed High School or equivalent.

TRAINING SUBSTITUTING EXPERIENCE



Many (47%) employers state that training is always accepted as a substitute for experience. **Desired training when acceptable:** 1 to 12 months Clerical/Administrative Coursework, or Typing Certificate (45 words per minute)

PREVIOUS WORK EXPERIENCE REQUIRED



Most (60%) employers report that work experience is sometimes required. **Desired work experience when acceptable:** 3 to 8 months General Clerk, File Clerk, or Office Assistant

Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

OTHER REQUIREMENTS

Skills and Qualifications required were rated as follows:

Very Important • 3, 2, 1, 0 • Not Important

Technical

Skilled at clerical detail work	2.7
Ability to use a computer terminal	2.7
Ability to do routine, repetitive work	2.6
Filing skills (alpha and numeric)	2.5
Telephone answering skills	2.3

Basic

Ability to work under pressure	2.0
Ability to write effectively	2.0

Physical

Ability to stand for prolonged periods	1.3
Ability to lift at least 40 pounds	0.3

Personal or Other

Ability to follow oral instructions	2.9
Ability to read and follow instructions	2.9
Ability to interact well with others	2.8
Oral communication skills	2.6
Ability to write legibly	2.6
Ability to work independently	2.3
Willingness to work with close supervision	2.1
Ability to perform basic mathematical computations	1.7

ADDITIONAL QUALIFICATIONS DESIRED:

Punctuality, Good Attendance, Follow-Through, Attention to Detail, Personable, Responsible, and Reliable

NEW SKILLS NEEDED OVER THE NEXT 3 YEARS:

Mouse Familiarity, E-mail, Computer Usage, and Networking

COMPUTER SKILLS SOUGHT:

Most (75%) seek Database; **most** (63%) seek Word Processing, and **many** (50%) seek Spreadsheet

SCHOOLS OFFERING RELATED TRAINING PROGRAMS:

- Access USA Computer Training Center
- ACTech Institute
- Contra Costa College
- Diablo Valley College
- East Bay Institute of Business and Legal Training
- Heald College – School of Business
- Los Medanos College
- Martinez Adult School/Technical Center
- Mt. Diablo Adult Education, Loma Vista
- Mt. Diablo Vocational Service Training
- Pittsburg Adult Education Center
- Regional Occupational Program
- West Contra Costa Adult Education
- Worldwide Educational Services

Contra Costa County, 1997

WAGES AND OTHER INFORMATION

WAGES

	<i>Non-Union/Union</i> <u>Range</u>	<u>Median</u>
New hires, no experience:	\$ 5.25 - \$11.82	\$ 6.00
New hires, experienced:	\$ 5.50 - \$14.63	\$ 6.50
Experienced, 3 Yrs. with Firm:	\$ 5.85 - \$16.93	\$ 8.00

"Union firms pay at top or above wage ranges."

(Out of 15 firms responding, 1 is union.)

HOURS WORKED

Many (59%) employees worked Full-Time; **some** (38%) worked Temporary/On Call, and **few** (3%) worked Part-Time.

FRINGE BENEFITS

Benefit	Full-Time Employees	Part-Time Employees
Medical Insurance	100%	8%
Dental Insurance	46%	8%
Vision Insurance	23%	8%
Life Insurance	8%	0%
Paid Sick Leave	85%	15%
Paid Vacation	77%	15%
Retirement Plan	23%	8%
Child Care	0%	0%

Percentage of Employers Offering Benefits
to Employees Working in This Occupation

PROMOTIONAL OPPORTUNITIES

Responding employers listed the following occupations as promotional opportunities:

- Receptionist
- Secretary
- Administrative Assistant
- Office Specialist
- Clerical Supervisor

Related **Dictionary of Occupational Titles (DOT) Code:**
206.387-034

For more information, see COG #261

SIZE AND EMPLOYMENT OUTLOOK

Contra Costa County
Occupational Forecast 1994 – 2001

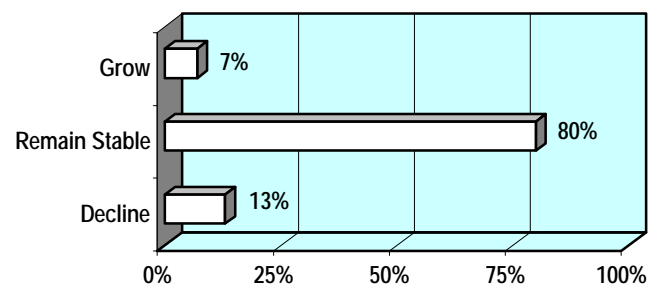
Occupation Size: Large (990 to 1058 by 2001)
Projected new jobs: 68
Openings due to separations: 274
Projected growth between 1994-2001 is slower than average, 6.9%
(Average growth between 1994 – 2001 of all nonagricultural occupations in Contra Costa County is projected to be 12.2%)

SUPPLY AND DEMAND ASSESSMENT

Employers report **no** difficulty in finding experienced applicants and **little** difficulty in finding inexperienced applicants that meet their hiring standards.

Employers report **most** (79%) vacancies filled over the last 12 months were due to temporary/on call positions; **few** (10%) filled were due to employees leaving; **few** (8%) filled were due to promotions, and **few** (4%) filled were due to new positions.

EMPLOYMENT OVER THE NEXT 3 YEARS



Almost all (80%) employers responding expect this occupation's employment to remain stable over the next 3 years; **few** (13%) expect it to decline, and **few** (7%) expect it to grow.

RECRUITMENT

When recruiting for employees, responding employers primarily use the following top four resources:

- Employees' Referrals
- Hire Unsolicited Applicants
- Newspaper Ads
- Other: Word-of-Mouth, and Mailings

MAJOR EMPLOYING INDUSTRIES (In survey area)

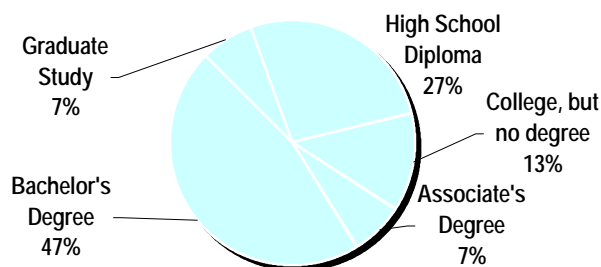
- Offices and Clinics of Medical Doctors
- Help Supply Services
- Legal Services
- Employment Agencies
- Insurance Agencies
- Oil Companies

FIRST LINE SUPERVISORS/MANAGERS CONSTRUCTION TRADES AND EXTRACTIVE WORKERS 15 Employers Represented

First Line Supervisors and Manager/Supervisors in the Construction Trades and Extractive Workers directly supervise and coordinate activities of construction or extractive workers. Manager/Supervisors are generally found in smaller establishments where they perform both supervisory and management functions, such as accounting, marketing, and personnel work. In addition, Manager/Supervisors may also engage, in part, in the same construction work as the workers they supervise. Does not include work leaders who spend 20% or more of their time at tasks similar to those of employees under their supervision and report them in the occupations that are most closely related to their specific work duties. **OES Code: 810050**

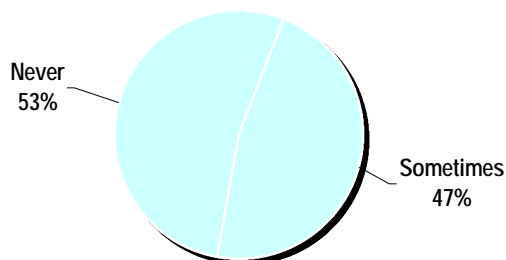
EDUCATION, TRAINING AND EXPERIENCE

EDUCATION LEVEL OF RECENT NEW HIRES



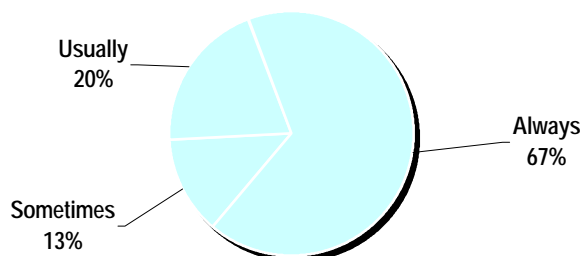
Many (47%) employers report that recent new hires have completed their Bachelor's Degree.

TRAINING SUBSTITUTING EXPERIENCE



Many (53%) employers state that training is never accepted as a substitute for experience. **Desired training when acceptable:** 12 months On-the-Job Training (OJT), or First Aid

PREVIOUS WORK EXPERIENCE REQUIRED



Most (67%) employers report that work experience is always required. **Desired work experience when acceptable:** 24 to 36 months Project Supervisor, Project Manager, Equipment Operator, or Construction Worker

Key Terms: All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

OTHER REQUIREMENTS

Skills and Qualifications required were rated as follows:

Very Important • 3, 2, 1, 0 • Not Important

Technical

Record keeping skills	3.0
Attention to detail	3.0
Organizational and time management skills	3.0
Problem solving skills	3.0
Supervisory skills	3.0
Ability to plan and organize the work of others	2.9
Trained in CPR and first aid techniques	2.0

Physical

Ability to sit continuously for 2 or more hours	1.2
Ability to lift at least 10 pounds	0.9
Ability to stand continuously for 2 or more hours	0.6
Ability to pass a pre-employment medical exam	0.4
Ability to do strenuous, physically demanding work	0.4
Ability to lift at least 50 pounds	0.2
Ability to lift at least 100 pounds	0.2

Basic

Ability to perform basic mathematical calculations	3.0
Ability to work as part of a team	2.9
Ability to work independently	2.9
Ability to perform routine, repetitive work	2.5
Verbal and written communication skills	2.3
English grammar and spelling skills	2.2

Personal or Other

Ability to work under pressure	2.9
Willingness to work overtime	2.8
Ability to handle crisis situations	2.8
Willingness to participate in drug testing	2.4
Willingness to work weekends	1.9
Willingness to work nights	1.7
Possess good DMV driving record	1.4
Willingness to work part-time	0.5
Willingness to work on-call	0.5
Willingness to work temporary or seasonal	0.4

ADDITIONAL QUALIFICATIONS DESIRED:

Reliability, Honesty, Dependability, Initiative, Open to change

NEW SKILLS NEEDED OVER THE NEXT 3 YEARS:

Accounting Software, Strong Leadership, Management, Budget Forecasting, and Computer Usage

COMPUTER SKILLS SOUGHT:

All (100%) seek Spreadsheet; **few** (17%) seek Database; **almost all** (83%) seek word Processing, and **few** (17%) seek Accounting

Contra Costa County, 1997

214 Jobs Represented FIRST LINE SUPERVISORS/MANAGERS CONSTRUCTION TRADES AND EXTRACTIVE WORKERS

WAGES AND OTHER INFORMATION

WAGES

	<i>Non-Union/Union</i>	
	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$14.38 - \$21.58	\$17.50
New hires, experienced:	\$15.34 - \$38.36	\$21.58
Experienced, 3 Yrs. with Firm:	\$20.00 - \$47.95	\$26.37

(Out of 15 firms responding, 1 is union.)

All (100%) union firms hire only experienced employees to work in this occupation.

HOURS WORKED

Almost all (94%) employees worked Full-Time, and **few** (6%) worked Seasonal.

FRINGE BENEFITS

Benefit	Full-Time Employees
Medical Insurance	100%
Dental Insurance	77%
Vision Insurance	62%
Life Insurance	23%
Paid Sick Leave	62%
Paid Vacation	69%
Retirement Plan	54%
Child Care	0%

Percentage of Employers Offering
Benefits to Full-Time Employees
Working in This Occupation

(Responding employers report that benefits are not offered to Part-Time employees working in this occupation.)

PROMOTIONAL OPPORTUNITIES

Responding employers listed the following occupations as promotional opportunities:

- Director
- Superintendent
- Project Coordinator
- Business Manager

SCHOOLS OFFERING RELATED TRAINING PROGRAMS

- California State University, Hayward - Contra Costa Campus
- Chapman University
- Contra Costa College
- Diablo Valley College
- Golden Gate University
- John F. Kennedy University
- Los Medanos College
- St. Mary's College
- University of San Francisco College of Professional Studies
- Worldwide Educational Services

SIZE AND EMPLOYMENT OUTLOOK

Contra Costa County

Occupational Forecast 1994 - 2001

Occupation Size: Large (916 to 924 by 2001)

Projected new jobs: 8

Openings due to separations: 155

Projected growth between 1994-2001 is remain stable, 0.9%

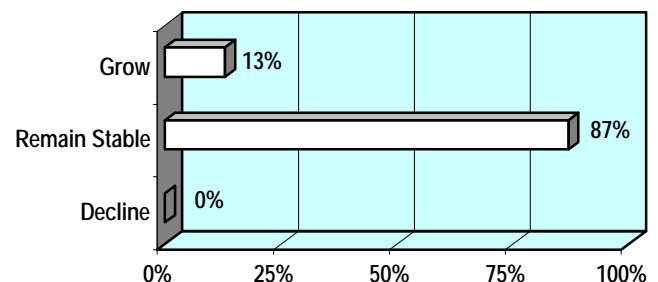
(Average growth between 1994 - 2001 of all nonagricultural occupations in Contra Costa County is projected to be 12.2%)

SUPPLY AND DEMAND ASSESSMENT

Employers report **some** difficulty in finding experienced and inexperienced applicants that meet their hiring standards.

Employers report **many** (56%) vacancies filled over the last 12 months were due to new positions; **some** (27%) filled were due to temporary positions; **few** (16%) filled were due to employees leaving, and **few** (2%) filled were due to promotions.

EMPLOYMENT OVER THE NEXT 3 YEARS



Almost all (87%) employers responding expect this occupation's employment to remain stable over the next 3 years, and **few** (13%) expect it to grow.

RECRUITMENT

When recruiting for employees, responding employers primarily use the following top three resources:

- Employees' Referrals
- In-House Promotion or Transfer
- Newspaper Ads

MAJOR EMPLOYING INDUSTRIES (In survey area)

- Single Family Housing Construction
- Gas and Other Services Combined
- Crude Petroleum, and Natural Gas

Related Dictionary of Occupational Titles (DOT) Code:

182.167-026, 869.367-010

For more information, see COG #N/A

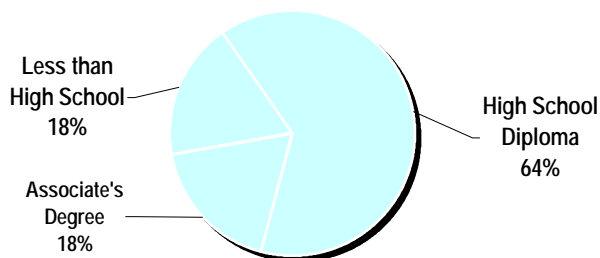
HAZARDOUS WASTE DISPOSAL SPECIALISTS

11 Employers Represented

Hazardous Waste Disposal Specialists collect, transport, prepare, and dispose of waste chemicals, fuels, propellants, explosives, and contaminated materials. They respond to emergencies and clean up spills. They perform tasks following local, State, federal and employer regulations. **Non-OES Code: 168267998**

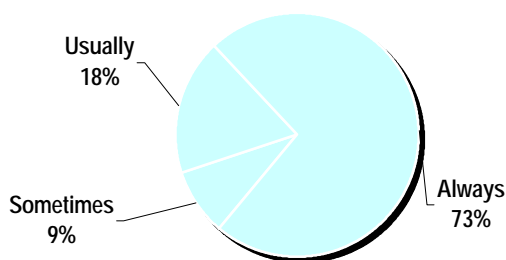
EDUCATION, TRAINING AND EXPERIENCE

EDUCATION LEVEL OF RECENT NEW HIRES



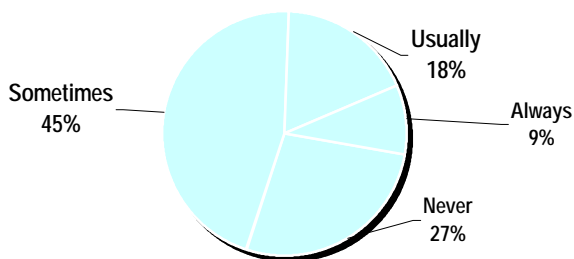
Most (64%) employers report that recent new hires have completed High School or equivalent.

TRAINING SUBSTITUTING EXPERIENCE



Most (73%) employers state that training is always accepted as a substitute for experience. **Desired training when acceptable:** Certified Technicians License - Department of Agriculture, or Truck Driver's License

PREVIOUS WORK EXPERIENCE REQUIRED



Many (45%) employers report that work experience is sometimes required. **Desired work experience when acceptable:** 3 to 6 months Abatement - Asbestos Removal, Lead Paint Removal, Hazardous Waste Handler, or Truck Driver

Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

OTHER REQUIREMENTS

Skills and Qualifications required were rated as follows:

Very Important • 3, 2, 1, 0 • Not Important

Technical

Understand and apply EPA laws and regulations	1.6
Use technical knowledge to do investigations and inspections	1.4
Technical computer skills	0.3

Physical

Ability to use hands, arms, and fingers	3.0
Ability to lift at least 10 lbs.	3.0
Ability to pass a pre-employment medical exam	2.6
Operate heavy equipment, forklifts and trucks	2.1
Drive in all weather, day and night time, for long hours without stopping	2.1

Basic

Ability to perform routine, repetitive work	2.9
Read and follow instructions	2.1
Understand and follow traffic laws exactly	1.9
Oral communication skills	1.6
English grammar and spelling skills	1.4
Ability to perform basic mathematical skills	1.3

Personal or Other

Follow strict safety rules	3.0
Work efficiently under hazardous conditions	3.0
Work cooperatively as a team member	2.9
Attention to detail	2.9
Ability to work independently	2.6
Ability to work under pressure	2.5
Problem solving skills	2.4
Handle emergencies such as accidents	2.2
Possess good DMV driving record	2.2
Organizational and time management skills	2.2
Establish facts and draw conclusions based on information gathered	1.9
Deal with frequent road and traffic dangers	1.9
Record keeping skills	1.6

ADDITIONAL QUALIFICATIONS DESIRED:

Reliable, Willingness to Work, People Person

NEW SKILLS NEEDED OVER THE NEXT 3 YEARS:

Industry specific refresher courses

COMPUTER SKILLS SOUGHT:

None reported

SCHOOLS OFFERING RELATED TRAINING PROGRAMS:

- Diablo Valley College

Contra Costa County, 1997

WAGES AND OTHER INFORMATION

WAGES

	<u>Non-Union/Union</u> <u>Range</u>	<u>Median</u>
New hires, no experience:	\$ 7.50 - \$16.82	\$ 9.00
New hires, experienced:	\$ 8.00 - \$19.18	\$10.00
Experienced, 3 Yrs. with Firm:	\$10.00 - \$23.97	\$15.00

(Out of 11 firms responding, 4 are union.)

Few (9%) firms pay commission to employees working in this occupation.

HOURS WORKED

Many (48%) employees worked Full-Time; **few** (23%) worked Temporary/On Call; **few** (15%) worked Part-Time, and **few** (15%) worked Seasonal.

FRINGE BENEFITS

Benefit	Full-Time Employees
Medical Insurance	100%
Dental Insurance	86%
Vision Insurance	14%
Life Insurance	0%
Paid Sick Leave	71%
Paid Vacation	100%
Retirement Plan	14%
Child Care	0%

Percentage of Employers Offering
Benefits to Full-Time Employees
Working in This Occupation

(Responding employers report that benefits are not offered to Part-Time employees working in this occupation.)

PROMOTIONAL OPPORTUNITIES

Responding employers listed the following occupations as promotional opportunities:

- Sales
- Supervision
- Management

Related Dictionary of Occupational Titles (DOT) Code:
955.383-010

For more information, see COG #N/A

SIZE AND EMPLOYMENT OUTLOOK

Contra Costa County

Occupational Forecast 1994 – 2001

Occupation Size: Small (229 to 243 by 2001)

Projected new jobs: 14

Openings due to separations: 34

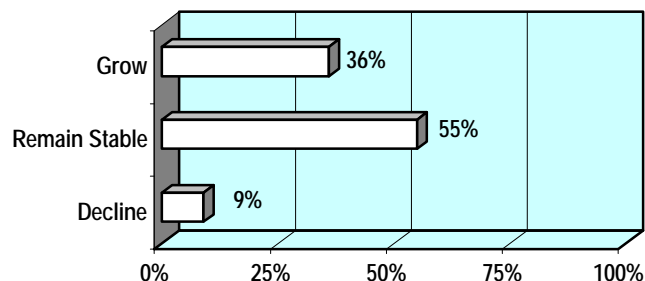
Projected growth between 1994-2001 is slower than average, 6.1 (Average growth between 1994 – 2001 of all nonagricultural occupations in Contra Costa County is projected to be 12.2%)

SUPPLY AND DEMAND ASSESSMENT

Employers report **little** difficulty in finding experienced and inexperienced applicants that meet their hiring standards.

Employers report **few** (4%) vacancies filled over the last 12 months were due to new positions, and **almost all** (96%) filled were due to temporary positions.

EMPLOYMENT OVER THE NEXT 3 YEARS



Many (55%) employers responding expect this occupation's employment to remain stable over the next 3 years; **some** (36%) expect it to grow, and **few** (9%) expect it to decline.

RECRUITMENT

When recruiting for employees, responding employers primarily use the following top three resources:

- Newspaper Ads
- Employees' Referrals
- Union Hall Referrals

MAJOR EMPLOYING INDUSTRIES (In survey area)

- Special Trade Contractors, NEC
- Refuse Systems
- Disinfecting & Pest Control Service
- Medical Equipment Rental
- General Medical & Surgical Hospital

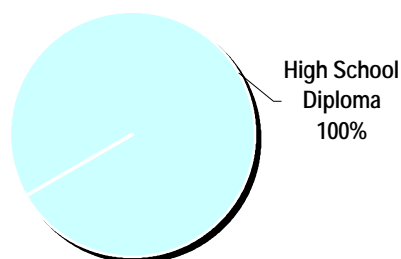
HELPERS – CARPENTERS AND RELATED

15 Employers Represented

Carpenter's Helpers and Related Workers help Carpenters or carpentry related craft workers by performing duties of lesser skill. Their duties include supplying or holding materials or tools and cleaning work area and equipment. Does not include apprentice workers or construction or maintenance laborers who do not primarily assist Carpenters or carpentry related craft workers. **OES Code: 983120**

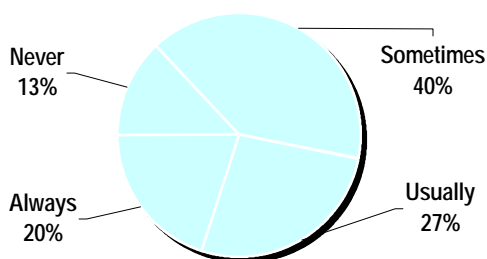
EDUCATION, TRAINING AND EXPERIENCE

EDUCATION LEVEL OF RECENT NEW HIRES



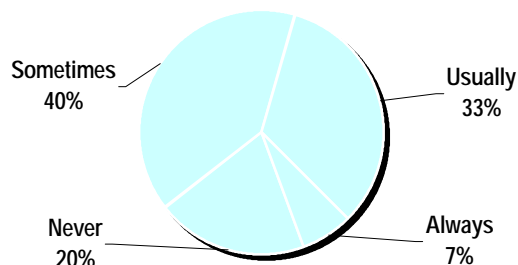
All (100%) employers report that recent new hires have completed High School or equivalent.

TRAINING SUBSTITUTING EXPERIENCE



Many (40%) employers state that training is sometimes accepted as a substitute for experience. **Desired training when acceptable:** 12 to 24 months On-the Job Training (OJT), or Carpenter Apprentice

PREVIOUS WORK EXPERIENCE REQUIRED



Many (40%) employers report that work experience is sometimes required. **Desired work experience when acceptable:** 12 to 24 months Helper, Laborer, or Construction Worker

Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

OTHER REQUIREMENTS

Skills and Qualifications required were rated as follows:

Very Important • 3, 2, 1, 0 • Not Important

Technical

Ability to use and read a tape measure	3.0
Ability to use hand tools	3.0
Ability to work from ladders and scaffolds	2.9

Physical

Ability to perform strenuous, physically demanding work	3.0
Good physical condition	3.0
Ability to use hands, arms, and fingers	3.0
Good eye-hand coordination	2.8
Manual dexterity	2.8
Ability to tolerate noise and dust	2.7
Ability to lift at least 50 pounds repeatedly	2.4

Basic

Ability to implement safe work practices	3.0
Basic math skills	3.0
Ability to read and follow instructions	3.0
Ability to write legibly	3.0
Ability to climb to high places	3.0

Personal or Other

Ability to work as part of a team	3.0
Ability to follow oral instructions	3.0
Ability to work independently	2.9
Willingness to work with close supervision	2.8

ADDITIONAL QUALIFICATIONS DESIRED:

Loyal, Dependable, Punctual, Clean, Honest, and Polite

NEW SKILLS NEEDED OVER THE NEXT 3 YEARS:

General Labor Skills

COMPUTER SKILLS SOUGHT:

None reported

SCHOOLS OFFERING RELATED TRAINING PROGRAMS:

- Regional Occupational Program

Contra Costa County, 1997

WAGES AND BENEFITS

	<i>Union</i>	
	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$ 8.00 - \$26.00	\$10.00
New hires, experienced:	\$ 8.00 - \$26.00	\$14.00
Experienced, 3 Yrs. with Firm:	\$10.00 - \$26.00	\$18.50

	<i>Non-Union</i>	
	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$ 7.00 - \$15.00	\$ 8.00
New hires, experienced:	\$10.00 - \$20.00	\$11.00
Experienced, 3 Yrs. with Firm:	\$13.00 - \$25.00	\$16.00

(Out of 15 firms responding, 10 are union.)

HOURS WORKED

Most (73%) employees worked Seasonal, and **some** (27%) worked Full-Time.

FRINGE BENEFITS

Benefit	Full-Time Employees
Medical Insurance	100%
Dental Insurance	82%
Vision Insurance	9%
Life Insurance	9%
Paid Sick Leave	64%
Paid Vacation	73%
Retirement Plan	9%
Child Care	0%

Percentage of Employers Offering
Benefits to Full-Time Employees
Working in This Occupation

(Responding employers report that benefits are not offered to Part-Time employees working in this occupation.)

PROMOTIONAL OPPORTUNITIES

Responding employers listed the following occupations as promotional opportunities:

- Apprentice
- Finisher Carpenter
- Concrete Carpenter
- Foreman
- Foreman Superintendent

Related **Dictionary of Occupational Titles (DOT) Code:**
860.381-026

For more information, see COG #169

SIZE AND EMPLOYMENT OUTLOOK

Contra Costa County

Occupational Forecast 1994 – 2001

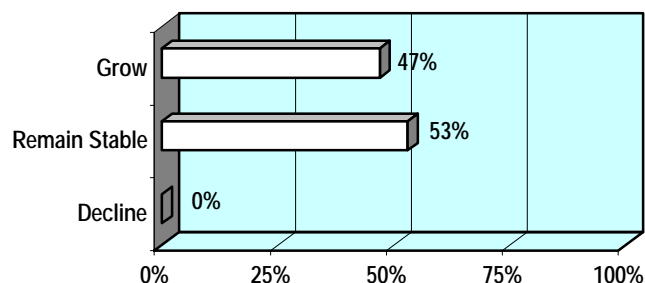
Occupation Size: Small to Medium (404 to 436 by 2001)
 Projected new jobs: 32
 Openings due to separations: 75
 Projected growth between 1994-2001 is slower than average, 7.9%
 (Average growth between 1994 – 2001 of all nonagricultural occupations in Contra Costa County is projected to be 12.2%)

SUPPLY AND DEMAND ASSESSMENT

Employers report **little** difficulty in finding experienced and inexperienced applicants that meet their hiring standards.

Employers report **many** (47%) vacancies during the last 12 months were due to temporary/on call positions; **many** (46%) were due to new positions; **few** (3%) were due to employees leaving, and **few** (3%) were due to promotions.

EMPLOYMENT OVER THE NEXT 3 YEARS



Many (53%) employers responding expect this occupation's employment to remain stable over the next 3 years, and **many** (47%) expect it to grow.

RECRUITMENT

When recruiting for employees, responding employers primarily use the following top three resources:

- Union Hall Referrals
- Employees' Referrals
- Newspaper Ads

MAJOR EMPLOYING INDUSTRIES (In survey area)

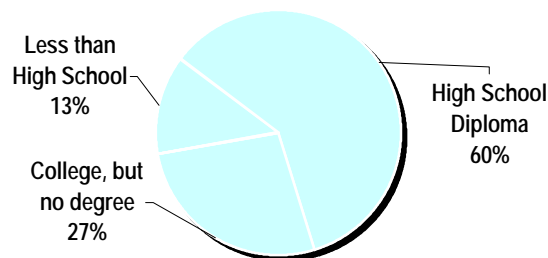
- Concrete Work
- Single Family Housing Construction
- Non-Residential Construction (NEC)
- Industrial Buildings and Warehouses

HOSTS, HOSTESSES – RESTAURANT, LOUNGE OR COFFEE SHOP 15 Employers Represented

Hosts and Hostesses – Restaurant, Lounge or Coffee Shop, welcome patrons, seat them at tables or in lounge, and insure quality of facilities and services. OES Code: 650020

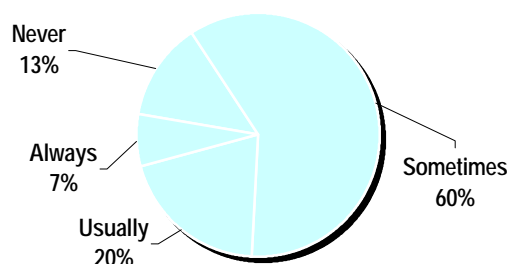
EDUCATION, TRAINING AND EXPERIENCE

EDUCATION LEVEL OF RECENT NEW HIRES



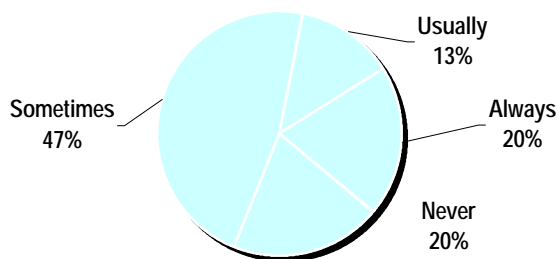
Most (60%) employers report that recent new hires have completed High School or equivalent.

TRAINING SUBSTITUTING EXPERIENCE



Most (60%) employers state that training is sometimes accepted as a substitute for experience. **Desired training when acceptable:** 6 to 8 months Host, Hostess, Cashier, Waiter, Receptionist, or Bartender

PREVIOUS WORK EXPERIENCE REQUIRED



Many (47%) employers report that work experience is sometimes required. **Desired work experience when acceptable:** 6 to 8 months Host, Hostess, Cashier, Waiter, Receptionist, or Bartender

Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

OTHER REQUIREMENTS

Skills and Qualifications required were rated as follows:

Very Important • 3, 2, 1, 0 • Not Important

Technical

Record keeping skills	2.8
Cash handling skills	2.7
Ability to operate a cash register	2.7
Ability to write effectively	1.7
Supervisory skills	1.7
Ability to plan and organize the work of others	1.7

Physical

Good memory skills	3.0
Ability to stand continuously for 2 or more hours	3.0

Basic

Oral communication skills	3.0
Ability to write legibly	3.0
Ability to follow oral instructions	3.0
Basic math skills	2.9
Ability to read and follow instructions	2.9

Personal or Other

Ability to work under pressure	3.0
Public contact skills	3.0
Customer service skills	3.0
Ability to interact well with others	3.0
Good grooming skills	3.0
Ability to deal effectively with difficult individuals	3.0
Ability to work independently	3.0
Willingness to work with close supervision	2.8

ADDITIONAL QUALIFICATIONS DESIRED:

Ability to handle stress effectively

NEW SKILLS NEEDED OVER THE NEXT 3 YEARS:

Point-of-Sale Transactions (ATM)

COMPUTER SKILLS SOUGHT:

None reported

SCHOOLS OFFERING RELATED TRAINING PROGRAMS:

- Access USA Computer Training Center
- Antioch Adult School
- Coastal Diving Academy
- Contra Costa College
- Diablo Valley College
- East Bay Institute of Business and Legal Training
- Martinez Adult School/Technical Center
- Mt. Diablo Vocational Service Training
- Regional Occupational Program
- Rubicon Programs, Incorporated
- Worldwide Educational Services

Contra Costa County, 1997

WAGES AND OTHER INFORMATION

WAGES

	<i>Non-Union</i> <u>Range</u>	<u>Median</u>
New hires, no experience:	\$ 5.50 - \$10.00	\$ 7.50
New hires, experienced:	\$ 6.00 - \$11.00	\$ 7.50
Experienced, 3 Yrs. with Firm:	\$ 7.25 - \$12.00	\$10.00

(Out of 15 firms responding, all answered this question.)

Few (6%) firms pay commission to employees working in this occupation.

HOURS WORKED

Many (53%) employees worked Full-Time; and **many** (47%) worked Part-Time.

FRINGE BENEFITS

Benefit	Full-Time Employees
Medical Insurance	100%
Dental Insurance	100%
Vision Insurance	7%
Life Insurance	20%
Paid Sick Leave	87%
Paid Vacation	100%
Retirement Plan	7%
Child Care	0%

Percentage of Employers Offering
Benefits to Full-Time Employees
Working in This Occupation

(Responding employers report that benefits are not offered to Part-Time employees working in this occupation.)

PROMOTIONAL OPPORTUNITIES

Responding employers listed the following occupations as promotional opportunities:

- Food Server
- Lead Host/Hostess
- Supervision
- Manager-In-Training
- Management

Related **Dictionary of Occupational Titles (DOT) Code:**
310.137-010

For more information, see COG #500

SIZE AND EMPLOYMENT OUTLOOK

Contra Costa County
Occupational Forecast 1994 – 2001

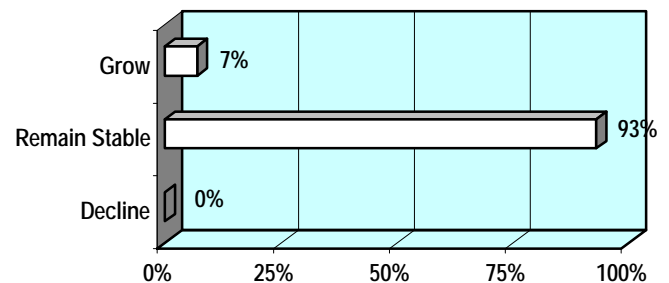
Occupation Size: Medium (446 to 508 by 2001)
Projected new jobs: 62
Openings due to separations: 105
Projected growth between 1994-2001 is faster than average, 13.9%
(Average growth between 1994 – 2001 of all nonagricultural occupations in Contra Costa County is projected to be 12.2%)

SUPPLY AND DEMAND ASSESSMENT

Employers report **little** difficulty in finding experienced applicants and **some** difficulty in finding inexperienced applicants that meet their hiring standards.

Employers report **most** (76%) vacancies filled over the last 12 months were due to employees leaving; **few** (8%) filled were due to promotions, and **few** (6%) filled were due to new positions.

EMPLOYMENT OVER THE NEXT 3 YEARS



Almost all (93%) employers responding expect this occupation's employment to remain stable over the next 3 years, and **few** (7%) expect it to grow.

RECRUITMENT

When recruiting for employees, responding employers primarily use the following top three resources:

- Employees' Referrals
- Newspaper Ads
- In-House Promotion or Transfer

MAJOR EMPLOYING INDUSTRIES (In survey area)

- Eating Places

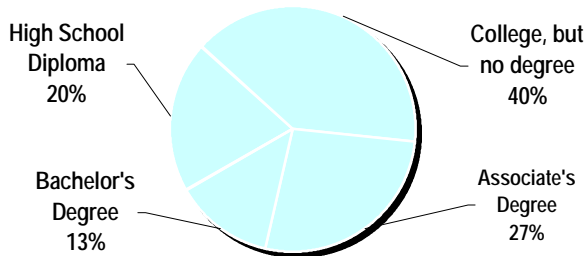
LICENSED VOCATIONAL NURSES

15 Employers Represented

Licensed Vocational Nurses care for ill, injured, convalescent, and handicapped persons in hospitals, clinics, private homes, sanitariums, and similar institutions. OES Code: 325050

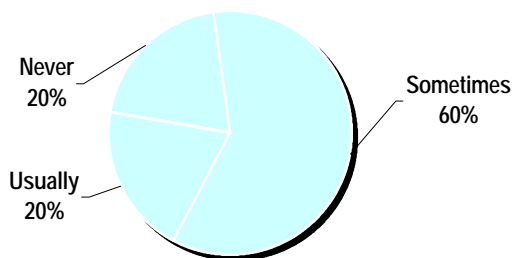
EDUCATION, TRAINING AND EXPERIENCE

EDUCATION LEVEL OF RECENT NEW HIRES



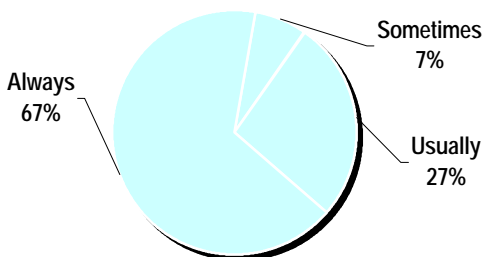
Many (40%) employers report that recent new hires have completed some college, but no degree.

TRAINING SUBSTITUTING EXPERIENCE



Most (60%) employers state that training is sometimes accepted as a substitute for experience. **Desired training when acceptable:** Licensed Vocational Nurses' License - State of California

PREVIOUS WORK EXPERIENCE REQUIRED



Most (67%) employers report that work experience is always required. **Desired work experience when acceptable:** 12 to 24 months Management, Home Care Attendant, Medical Assistant, Acute Care Nurse, Clinical Nurse, Hospital Nurse, Office Nurse

Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

OTHER REQUIREMENTS

Skills and Qualifications required were rated as follows:

Very Important • 3, 2, 1, 0 • Not Important

Technical

Ability to handle crisis situations	3.0
Trained in CPR and first aid techniques	2.8
Problem solving skills	2.7
Organizational and time management skills	2.5
Record keeping skills	2.4

Physical

Ability to stand continuously for 2 or more hours	2.9
Ability to lift at least 10 pounds	2.9
Ability to pass a pre-employment medical exam	2.6

Basic

Verbal communication skills	3.0
Ability to work as part of a team	3.0
Ability to work independently	2.5
Ability to perform basic mathematical calculations	2.4
Writing skills	2.1
English grammar and spelling skills	1.9

Personal or Other

Attention to detail	3.0
Multi-cultural familiarity	2.6

ADDITIONAL QUALIFICATIONS DESIRED:

Willingness to Work, Punctual, Flexible, Honest, Caring, Positive Outlook, and Customer Service Focused

NEW SKILLS NEEDED OVER THE NEXT 3 YEARS:

Personal Computer Operations, Windows, Using New Operating Room Equipment, Intravenous Injection Administration, Feeding & Cleaning Patients, and Respiration Fit Testing

COMPUTER SKILLS SOUGHT:

All (100%) seek Database, and **many** (50%) seek Word Processing

SCHOOLS OFFERING RELATED TRAINING PROGRAMS:

- Los Medanos College
- Pittsburg Adult Education Center

Contra Costa County, 1997

WAGES AND OTHER INFORMATION

WAGES

	<i>Non-Union</i>	
	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$ 9.00 - \$16.00	\$11.79
New hires, experienced:	\$ 9.00 - \$17.00	\$15.00
Experienced, 3 Yrs. with Firm:	\$10.00 - \$22.00	\$17.00

	<i>Union</i>	
	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$15.00 - \$16.93	\$15.31
New hires, experienced:	\$15.13 - \$18.73	\$16.57
Experienced, 3 Yrs. with Firm:	\$17.86 - \$20.53	\$18.66

(Out of 15 firms responding, 4 are union.)

HOURS WORKED

Many (55%) employees worked Full-Time; **many** (40%) worked Part-Time, and **few** (5%) worked Temporary/On Call.

FRINGE BENEFITS

Benefit	Full-Time Employees	Part-Time Employees
Medical Insurance	92%	31%
Dental Insurance	54%	23%
Vision Insurance	23%	15%
Life Insurance	23%	8%
Paid Sick Leave	85%	38%
Paid Vacation	85%	38%
Retirement Plan	46%	8%
Child Care	8%	0%

Percentage of Employers Offering Benefits
to Employees Working in This Occupation

PROMOTIONAL OPPORTUNITIES

Responding employers listed the following occupations as promotional opportunities:

- Supervision
- Management
- Floor Nurse
- Circulating Nurse
- Registered Nurse w/appropriate Licensure

Related **Dictionary of Occupational Titles (DOT) Code:**
079.374-014

For more information, see COG #313

SIZE AND EMPLOYMENT OUTLOOK

Contra Costa County

Occupational Forecast 1994 – 2001

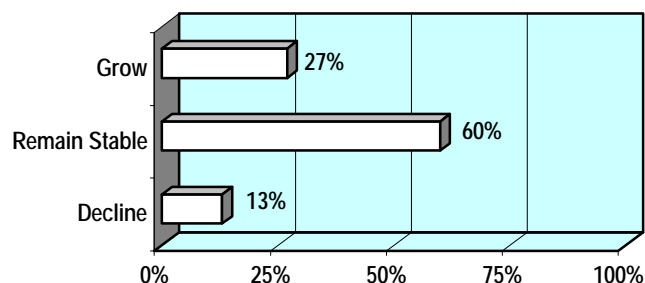
Occupation Size: Large (1,215 to 1,327 by 2001)
 Projected new jobs: 112
 Openings due to separations: 164
 Projected growth between 1994-2001 is slower than average, 9.2%
 (Average growth between 1994 – 2001 of all nonagricultural occupations in Contra Costa County is projected to be 12.2%)

SUPPLY AND DEMAND ASSESSMENT

Employers report some difficulty in finding experienced and inexperienced applicants that meet their hiring standards.

Employers report **many** (46%) vacancies filled over the last 12 months were due to promotions; **some** (25%) filled were due to new positions; **some** (24%) filled were due to employees leaving, and **few** (5%) filled were due to temporary/on call positions.

EMPLOYMENT OVER THE NEXT 3 YEARS



Most (60%) employers responding expect this occupation's employment to remain stable over the next 3 years; **some** (27%) expect it to grow, and **few** (13%) expect it to decline.

RECRUITMENT

When recruiting for employees, responding employers primarily use the following top four resources:

- Newspaper Ads
- Employees' Referrals
- Private Employment Agencies
- In-House Promotion or Transfer

MAJOR EMPLOYING INDUSTRIES (In survey area)

- General Medical and Surgical Hospitals
- Skilled Nursing Care Facilities
- Help Supply Services
- Offices and Clinics of Medical Doctors
- Employment Agencies

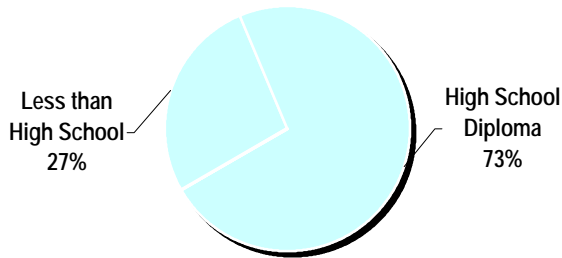
NURSERY WORKERS

15 Employers Represented

Nursery Workers work in nursery facilities planting, cultivating, harvesting, and transplanting trees, shrubs, or plants. Does not include workers whose primary duties involve sales or cashiering. OES Code: 790050

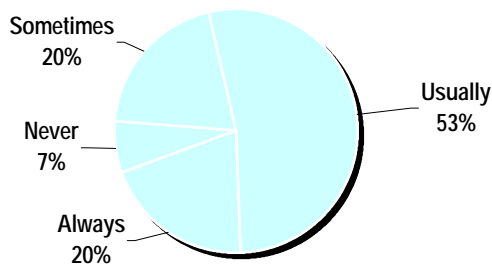
EDUCATION, TRAINING AND EXPERIENCE

EDUCATION LEVEL OF RECENT NEW HIRES



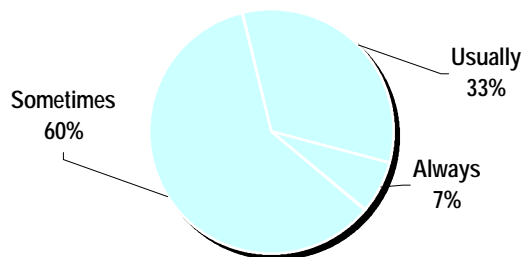
Most (73%) employers report that recent new hires have completed High School or equivalent.

TRAINING SUBSTITUTING EXPERIENCE



Many (53%) employers state that training is usually accepted as a substitute for experience. **Desired training when acceptable:** 60 months On-the-Job Training (OJT), Horticulture, or Irrigation

PREVIOUS WORK EXPERIENCE REQUIRED



Most (60%) employers report that work experience is sometimes required. **Desired work experience when acceptable:** 12 to 24 months Landscaper, Gardener, Floral Arranger, Planter, Retail Plant Sales, Plant Arranger, or Designer

Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

OTHER REQUIREMENTS

Skills and Qualifications required were rated as follows:

Very Important • 3, 2, 1, 0 • Not Important

Technical

Knowledge of horticulture 1.9

Physical

Ability to stand continuously for 2 or more hours 2.6

Ability to lift at least 50 pounds repeatedly 2.3

Basic

Ability to read and follow instructions 2.5

Oral communication skills 2.1

Basic math skills 1.8

Personal or Other

Willingness to work with close supervision 2.5

Ability to work independently 2.4

ADDITIONAL QUALIFICATIONS DESIRED:

Hard Worker, Trainable, Willingness to Learn

NEW SKILLS NEEDED OVER THE NEXT 3 YEARS:

Knowledge of Horticulture,

COMPUTER SKILLS SOUGHT:

None reported

SCHOOLS OFFERING RELATED TRAINING PROGRAMS:

- Diablo Valley College
- Liberty High School Alternative Education
- Regional Occupational Program
- Rubicon Programs, Incorporated

Contra Costa County, 1997

WAGES AND OTHER INFORMATION

WAGES

	<i>Non-Union</i> <u>Range</u>	<u>Median</u>
New hires, no experience:	\$ 5.25 - \$ 7.00	\$ 5.50
New hires, experienced:	\$ 5.50 - \$ 9.00	\$ 5.75
Experienced, 3 Yrs. with Firm:	\$ 6.50 - \$11.00	\$ 7.75

(Out of 15 firms responding, all answered this question.)

HOURS WORKED

Most (70%) employees worked Full-Time; **few** (16%) worked Seasonal, and **few** (14%) worked Part-Time.

FRINGE BENEFITS

Benefit	Full-Time Employees
Medical Insurance	100%
Dental Insurance	40%
Vision Insurance	0%
Life Insurance	0%
Paid Sick Leave	60%
Paid Vacation	60%
Retirement Plan	0%
Child Care	0%

Percentage of Employers Offering
Benefits to Full-Time Employees
Working in This Occupation

(Responding employers report that benefits are not offered to Part-Time employees working in this occupation.)

PROMOTIONAL OPPORTUNITIES

Responding employers listed the following occupations as promotional opportunities:

- Cashier
- Inventory Clerk
- Sales
- Project Supervisor

Related **Dictionary of Occupational Titles (DOT) Code:**
405.684-014

For more information, see COG #520

SIZE AND EMPLOYMENT OUTLOOK

Contra Costa County

Occupational Forecast 1994 – 2001

Occupation Size: Small (185 to 237 by 2001)

Projected new jobs: 52

Openings due to separations: 37

Projected growth between 1994-2001 is much faster than average, 28.1%

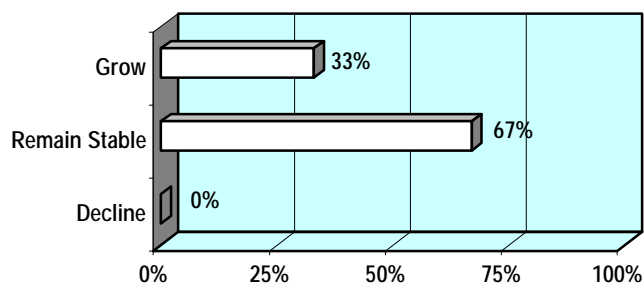
(Average growth between 1994 – 2001 of all nonagricultural occupations in Contra Costa County is projected to be 12.2%)

SUPPLY AND DEMAND ASSESSMENT

Employers report **little** difficulty in finding experienced applicants and **some** difficulty in finding inexperienced applicants that meet their hiring standards.

Employers report **most** (60%) vacancies filled over the last 12 months were due to temporary workers; **some** (25%) filled were due to employees leaving, and **few** (15%) filled were due to new positions.

EMPLOYMENT OVER THE NEXT 3 YEARS



Most (67%) employers responding expect this occupation's employment to remain stable over the next 3 years, and **some** (33%) expect it to grow.

RECRUITMENT

When recruiting for employees, responding employers primarily use the following top three resources:

- Employees' Referrals
- Hire Unsolicited Applicants
- Newspaper Ads

MAJOR EMPLOYING INDUSTRIES (In survey area)

- Flowers and Florists Supplies
- Retail Nurseries and Garden Stores
- Lawn and Garden Services

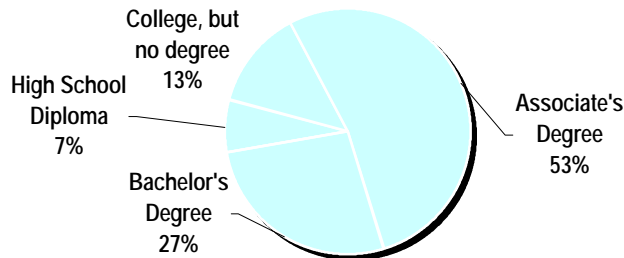
PROPERTY AND REAL ESTATE MANAGERS

15 Employers Represented

Property and Real Estate Managers and Administrators plan, organize, direct, control, or coordinate real estate property management, purchase, sales and leasing activities. Their work involves management of buildings or properties, management or real estate buying and selling activities for clients or employers, and management of rented or leased housing units, buildings, or land (including rights-of-way). Does not include workers whose duties are not primarily managerial or who are engaged primarily in direct buying or selling of real estate. **OES Code: 150110**

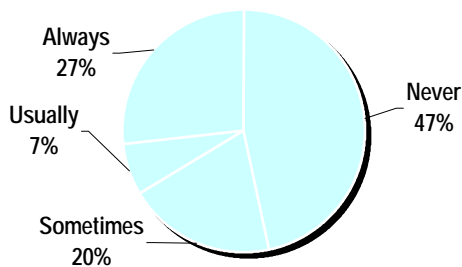
EDUCATION, TRAINING AND EXPERIENCE

EDUCATION LEVEL OF RECENT NEW HIRES



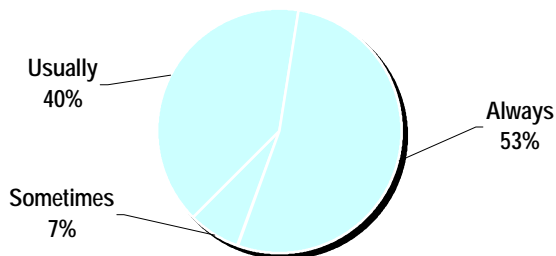
Many (53%) employers report that recent new hires have completed their Associate's degree.

TRAINING SUBSTITUTING EXPERIENCE



Many (47%) employers state that training is never accepted as a substitute for experience. **Desired training when acceptable:** 6 to 12 months Real Estate Courses, Management Courses, or Real Estate License

PREVIOUS WORK EXPERIENCE REQUIRED



Many (53%) employers report that work experience is always required. **Desired work experience when acceptable:** 12 to 24 months Administrative Office Assistant, Property Manager, Real Estate Administrator, Management, or Business Administration

Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

OTHER REQUIREMENTS

Skills and Qualifications required were rated as follows:

Very Important • 3, 2, 1, 0 • Not Important

Technical

Ability to follow residential real estate practices	3.0
Property management skills	3.0
Ability to plan and organize the work of others	3.0
Ability to prepare business correspondence	2.9
Ability to use database software	2.8
Office management skills	2.6
Ability to maintain an appointment calendar	2.5
Ability to use good business English	2.3
Ability to apply sales techniques	2.3
Negotiation skills	2.1

Personal or Other

Customer relations	3.0
Ability to manage unexpected situations or circumstances	2.9
Public contact skills	2.9
Leadership skills	2.7
Ability to manage a multicultural workforce	2.4

ADDITIONAL QUALIFICATIONS DESIRED:

Common Interest, Empathetic, Honest, Hard Worker, Flexible, and Adaptable

NEW SKILLS NEEDED OVER THE NEXT 3 YEARS:

Employee Supervision, Database, and Desktop Publishing

COMPUTER SKILLS SOUGHT:

Almost all (91%) seek Spreadsheet; **almost all** (82%) seek Word Processing, and **most** (73%) seek Database

SCHOOLS OFFERING RELATED TRAINING PROGRAMS:

- Contra Costa College
- Diablo Valley College
- Los Medanos College
- Mason McDuffie Real Estate School
- Worldwide Educational Services

Contra Costa County, 1997

WAGES AND OTHER INFORMATION

WAGES

	<i>Non-Union/Union</i>	
	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$ 3.84 - \$19.18	\$11.99
New hires, experienced:	\$ 4.79 - \$20.65	\$13.43
Experienced, 3 Yrs. with Firm:	\$10.55 - \$26.56	\$20.14

(Out of 15 firms responding, 1 firm is union.)

Few (6%) firms pay commission to employees working in this occupation.

HOURS WORKED

Almost all (93%) employees worked Full-Time; **few** (7%) worked Part-Time.

FRINGE BENEFITS

Benefit	Full-Time Employees	Part-Time Employees
Medical Insurance	100%	0%
Dental Insurance	100%	0%
Vision Insurance	93%	7%
Life Insurance	57%	7%
Paid Sick Leave	100%	0%
Paid Vacation	100%	0%
Retirement Plan	21%	0%
Child Care	0%	0%

Percentage of Employers Offering Benefits
to Employees Working in This Occupation

PROMOTIONAL OPPORTUNITIES

Responding employers listed the following occupations as promotional opportunities:

- Management
- District Supervisor

Related **Dictionary of Occupational Titles (DOT) Code:**
186.167-046, 186.167-062, 250.357-014, 250.357-018

For more information, see COG #423

SIZE AND EMPLOYMENT OUTLOOK

Contra Costa County
Occupational Forecast 1994 – 2001

Occupation Size: Large (873 to 982 by 2001)

Projected new jobs: 55

Openings due to separations: 109

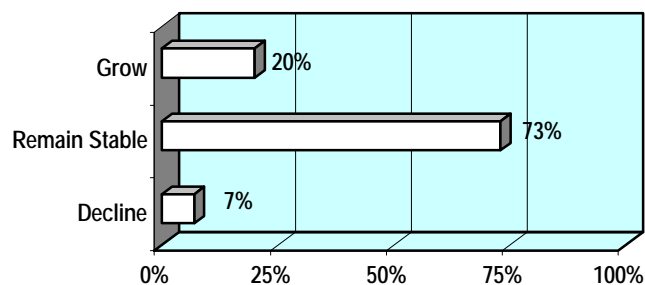
Projected growth between 1994-2001 is slower than average, 6.3%
(Average growth between 1994 – 2001 of all nonagricultural occupations in Contra Costa County is projected to be 12.2%)

SUPPLY AND DEMAND ASSESSMENT

Employers report **some** difficulty in finding experienced applicants and **great** difficulty in finding inexperienced applicants that meet their hiring standards.

Employers report **most** (60%) vacancies filled over the last 12 months were due to new positions; **some** (20%) filled were due to employees leaving, and **some** (20%) filled were due to promotions.

EMPLOYMENT OVER THE NEXT 3 YEARS



Most (73%) employers responding expect this occupation's employment to remain stable over the next 3 years; **some** (20%) expect it to grow, and **few** (7%) expect it to decline.

RECRUITMENT

When recruiting for employees, responding employers primarily use the following top three resources:

- Private Employment Agencies
- Newspaper Ads
- Employees' Referrals

MAJOR EMPLOYING INDUSTRIES (In survey area)

- Real Estate Agents/Managers
- Apartment Building Operators
- Sub-Dividers and Developers

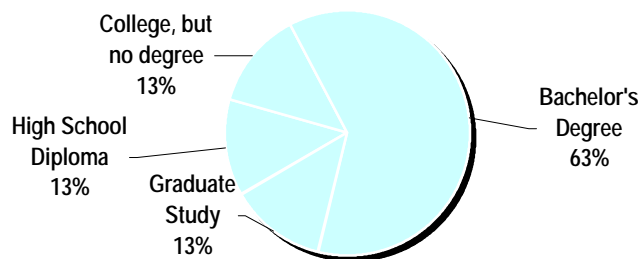
PURCHASING MANAGERS

16 Employers Represented

Purchasing Managers plan, organize, direct, control, or coordinate the activities of buyers, purchasing officers, and related workers involved in purchasing materials, products, or services. Included are wholesale or retail trade merchandising managers. **OES Code: 130080**

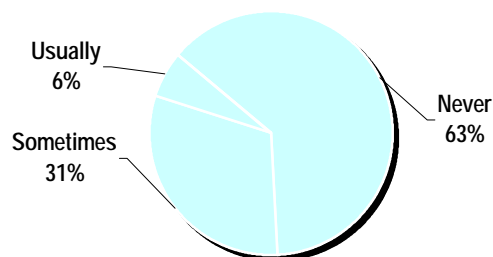
EDUCATION, TRAINING AND EXPERIENCE

EDUCATION LEVEL OF RECENT NEW HIRES



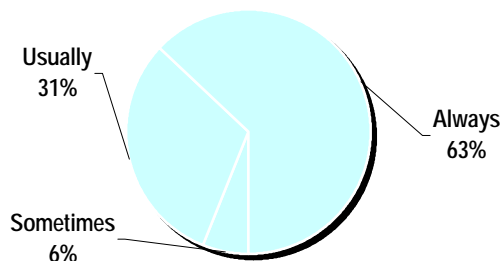
Most (63%) employers report that recent new hires have completed their Bachelor's degree.

TRAINING SUBSTITUTING EXPERIENCE



Most (63%) employers state that training is never accepted as a substitute for experience. **Desired training when acceptable:** Business Degree

PREVIOUS WORK EXPERIENCE REQUIRED



Most (63%) employers report that work experience is always required. **Desired work experience when acceptable:** 24 to 36 months Buying, Specialized Buying, Purchasing Management, or Inventory Control

Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

OTHER REQUIREMENTS

Skills and Qualifications required were rated as follows:

Very Important • 3, 2, 1, 0 • Not Important

Technical

Problem solving skills	2.8
Ability to plan and organize the work of others	2.7
Ability to follow purchasing procedures	2.7
Business math skills	2.7
Ability to manage an activity or department	2.7
Knowledge of vendors and supplies	2.7
Ability to assess and analyze market conditions	2.7
Negotiation skills	2.7
Ability to give oral instructions	2.6
Verbal presentation skills	2.6
Ability to write effectively	2.5
Technical knowledge of supplies & equipment procured	2.4
Possess product knowledge	2.4
Report writing skills	2.4
Ability to maintain financial records	2.3
Ability to apply sales techniques	1.7

Basic

Oral communication skills	2.6
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Personal or Other

Ability to manage unexpected situations or circumstances	2.6
Ability to interact well with others	2.4
Ability to motivate others	2.4
Interpersonal skills	2.3
Ability to work under pressure	2.3
Ability to work independently	2.1
Willingness to work with close supervision	1.6

ADDITIONAL QUALIFICATIONS DESIRED:

None reported

NEW SKILLS NEEDED OVER THE NEXT 3 YEARS:

Accounting, Manufacturing, International Sourcing, Foreign Languages, Internet, Legal Knowledge, and Networking

COMPUTER SKILLS SOUGHT:

Almost all (92%) seek Spreadsheet; **most** (77%) seek Word Processing; **most** (77%) seek Database, and **few** (15%) seek Desktop Publishing

SCHOOLS OFFERING RELATED TRAINING PROGRAMS:

- California State University, Hayward – Contra Costa Campus

Contra Costa County, 1997

WAGES AND OTHER INFORMATION

	<i>Non-Union/Union</i> <u>Range</u>	<u>Median</u>
New hires, no experience:	\$12.47 - \$17.26	\$14.42
New hires, experienced:	\$ 8.06 - \$30.21	\$17.74
Experienced, 3 Yrs. with Firm:	\$11.51 - \$47.06	\$22.54

(Out of 16 firms responding, 1 is union.)

Few (6%) non-union firms pay commission to employees working in this occupation.

HOURS WORKED

Almost all (92%) employees worked Full-Time; **few** (8%) worked Part-Time.

FRINGE BENEFITS

Benefit	Full-Time Employees
Medical Insurance	100%
Dental Insurance	93%
Vision Insurance	60%
Life Insurance	60%
Paid Sick Leave	100%
Paid Vacation	100%
Retirement Plan	53%
Child Care	0%

Percentage of Employers Offering
Benefits to Full-Time Employees
Working in This Occupation

(Responding employers report that benefits are not offered to Part-Time employees working in this occupation.)

PROMOTIONAL OPPORTUNITIES

Responding employers listed the following occupations as promotional opportunities:

- Senior Management
- Division/Region Purchasing Manager
- Corporate Purchasing Manager

Related **Dictionary of Occupational Titles (DOT) Code:**
162.157-018, 162.157-038, 162.367-066

For more information, see COG #N/A

SIZE AND EMPLOYMENT OUTLOOK

Contra Costa County
Occupational Forecast 1994 – 2001

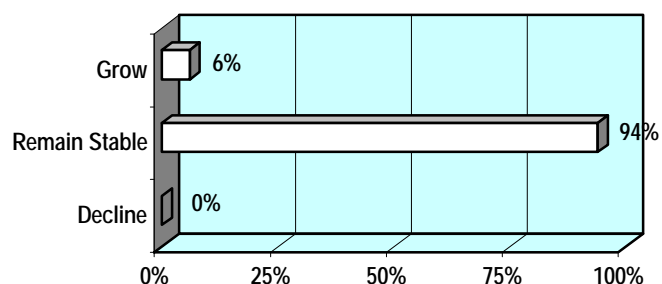
Occupation Size: Medium (571 to 601 by 2001)
Projected new jobs: 30
Openings due to separations: 81
Projected growth between 1994-2001 is slower than average, 5.3%
(Average growth between 1994 – 2001 of all nonagricultural occupations in Contra Costa County is projected to be 12.2%)

SUPPLY AND DEMAND ASSESSMENT

Employers report **some** difficulty in finding experienced applicants and **great** difficulty in finding inexperienced applicants that meet their hiring standards.

Employers report **all** (100%) vacancies filled over the last 12 months were due to promotions.

EMPLOYMENT OVER THE NEXT 3 YEARS



Almost all (94%) employers responding expect this occupation's employment to remain stable over the next 3 years, and **few** (6%) expect it to grow.

RECRUITMENT

When recruiting for employees, responding employers primarily use the following top three resources:

- Private Employment Agencies
- Employee Referrals
- In-House Promotions

MAJOR EMPLOYING INDUSTRIES (In survey area)

- Grocery Stores
- Telephone Communications

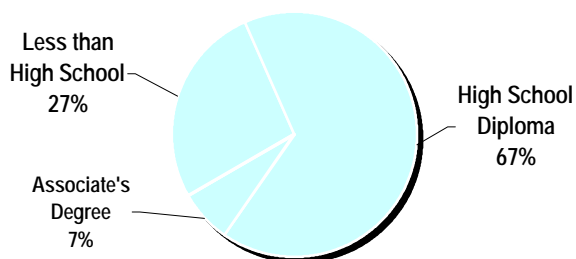
SALESPERSON – RETAIL (EXCEPT VEHICLE SALES)

15 Employers Represented

Retail Salespersons sell a variety of merchandise to the public. They assist the customer in making selections, obtain or receive the merchandise, total the bill, receive the payment in cash or by check or credit card, operate a cash register, and make change for the customer. They may stock shelves and set up advertising displays. Does not include workers who work primarily as Cashiers. **OES Code: 490112**

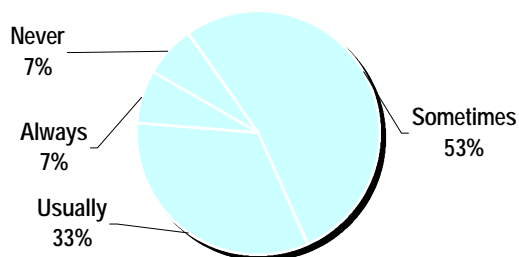
EDUCATION, TRAINING AND EXPERIENCE

EDUCATION LEVEL OF RECENT NEW HIRES



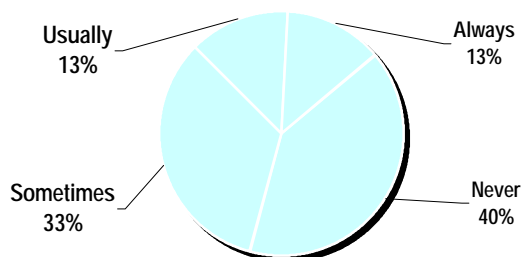
Most (67%) employers report that recent new hires have completed High School or equivalent.

TRAINING SUBSTITUTING EXPERIENCE



Many (53%) employers state that training is sometimes accepted as a substitute for experience. **Desired training when acceptable:** 12 months Marketing, or Sales

PREVIOUS WORK EXPERIENCE REQUIRED



Many (40%) employers report that work experience is never required. **Desired work experience when acceptable:** 6 to 12 months Retail Sales

Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

OTHER REQUIREMENTS

Skills and Qualifications required were rated as follows:

Very Important • 3, 2, 1, 0 • Not Important

Technical

Ability to make change	2.9
Ability to operate a cash register	2.9
Ability to apply sales techniques	2.5
Telephone answering skills	2.3
Ability to demonstrate knowledge of specific products	2.1
Problem solving skills	2.0
Ability to write effectively	1.5
Understanding of inventory techniques	1.1

Physical

Ability to stand continuously for 2 or more hours	2.7
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Basic

Ability to follow oral instructions	3.0
Oral communication skills	2.9
Ability to read and follow instructions	2.9
Basic math skills	2.9
Ability to write legibly	2.4

Personal or Other

Good grooming skills	2.6
Ability to work under pressure	2.2
Willingness to work with close supervision	2.1
Public contact skills	1.8
Customer service skills	1.8
Ability to work independently	1.7

ADDITIONAL QUALIFICATIONS DESIRED:

Friendly, Outgoing, Personable, and Trainable

NEW SKILLS NEEDED OVER THE NEXT 3 YEARS:

Computer Usage, Internet, On-line Sales, and People Skills

COMPUTER SKILLS SOUGHT:

Most (67%) seek Spreadsheet; **most** (67%) seek Database; **some** (33%) seek Word Processing, and **some** (33%) seek Desktop Publishing

SCHOOLS OFFERING RELATED TRAINING PROGRAMS:

- Contra Costa College
- Diablo Valley College
- Regional Occupational Program

Contra Costa County, 1997

WAGES AND OTHER INFORMATION

WAGES

	<u>Non-Union/Union</u> <u>Range</u>	<u>Median</u>
New hires, no experience:	\$ 5.15 - \$ 6.75	\$ 5.51
New hires, experienced:	\$ 5.20 - \$11.99	\$ 6.30
Experienced, 3 Yrs. with Firm:	\$ 7.21 - \$16.78	\$ 9.00

(Out of 15 firms responding, 1 is union.)

HOURS WORKED

Many (52%) employees worked Full-Time; **many** (44%) worked Part-Time, and **few** (4%) worked Temporary/On Call.

FRINGE BENEFITS

Benefit	Full-Time Employees
Medical Insurance	83%
Dental Insurance	50%
Vision Insurance	25%
Life Insurance	8%
Paid Sick Leave	67%
Paid Vacation	75%
Retirement Plan	8%
Child Care	0%

Percentage of Employers Offering
Benefits to Full-Time Employees
Working in This Occupation

(Responding employers report that benefits are not offered to Part-Time employees working in this occupation.)

PROMOTIONAL OPPORTUNITIES

Responding employers listed the following occupations as promotional opportunities:

- Supervision
- Lead Sales Management
- Marketing Associate
- Account Executive

Related Dictionary of Occupational Titles (DOT) Code:
279.357-054

For more information, see COG #536

SIZE AND EMPLOYMENT OUTLOOK

Contra Costa County

Occupational Forecast 1994 – 2001

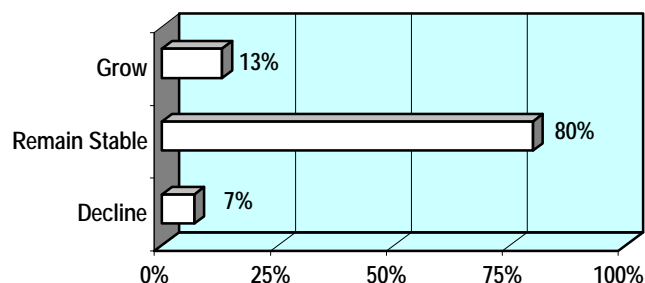
Occupation Size: Very Large (11,401 to 12,484 by 2001)
 Projected new jobs: 1,083
 Openings due to separations: 2,830
 Projected growth between 1994-2001 is slower than average, 9.5%
 (Average growth between 1994 – 2001 of all nonagricultural occupations in Contra Costa County is projected to be 12.2%)

SUPPLY AND DEMAND ASSESSMENT

Employers report **little** difficulty in finding experienced and inexperienced applicants that meet their hiring standards.

Employers report **most** (77%) vacancies filled over the last 12 months were due to employees leaving; **few** (14%) filled were due to new positions, and **few** (9%) filled were due to promotions.

EMPLOYMENT OVER THE NEXT 3 YEARS



Almost all (80%) employers responding expect this occupation's employment to remain stable over the next 3 years; **few** (13%) expect it to grow, and **few** (7%) expect it to decline.

RECRUITMENT

When recruiting for employees, responding employers primarily use the following top four resources:

- Employees' Referrals
- Hire Unsolicited Applicants
- Newspaper Ads
- Other: Job Fairs and Private Industry Council

MAJOR EMPLOYING INDUSTRIES (In survey area)

- Department Stores
- Family Clothing Stores

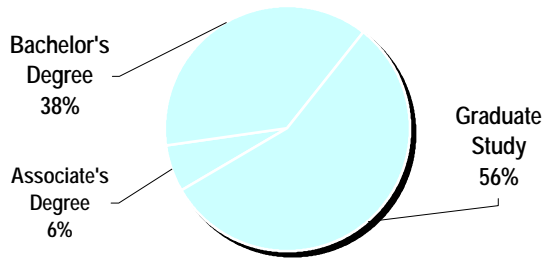
TEACHERS – ELEMENTARY SCHOOL

16 Employers Represented

Elementary School Teachers teach elementary (kindergarten through eighth grade) pupils in public or private schools basic academic, social, and other formative skills. Does not include special education teachers who teach only handicapped pupils. **OES Code: 313050**

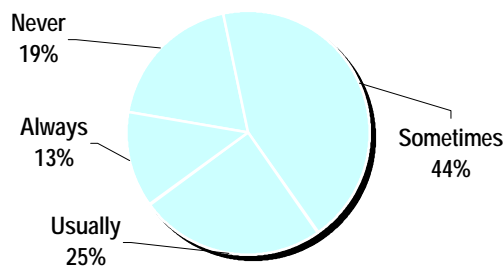
EDUCATION, TRAINING AND EXPERIENCE

EDUCATION LEVEL OF RECENT NEW HIRES



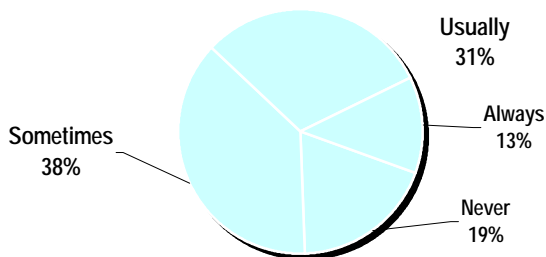
Many (56%) employers report that recent new hires have completed Graduate Study.

TRAINING SUBSTITUTING EXPERIENCE



Many (44%) employers state that training is sometimes accepted as a substitute for experience. **Desired training when acceptable:** Teaching Credential - State of California, or Montessori Certification

PREVIOUS WORK EXPERIENCE REQUIRED



Some (38%) employers report that work experience is sometimes required. **Desired work experience when acceptable:** 6 to 12 months Student Teaching, Classroom Teaching, Instructing, or Child Development

Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

OTHER REQUIREMENTS

Skills and Qualifications required were rated as follows:

Very Important • 3, 2, 1, 0 • Not Important

Technical

Classroom management skills	3.0
Ability to design a lesson plan	3.0
Ability to maintain a schedule	3.0
Ability to express a concept in more than one manner or through multiple analogies (integrated learning techniques)	3.0
Disciplinary skills	3.0
Record keeping skills	2.9
Possession of a state teachers' certificate	2.9
Ability to understand the needs of an individual	2.9
Ability to write effectively	2.8
Problem solving skills	2.7
Ability to administer emergency first aid	2.3
Supervisory skills	1.8

Basic

Basic math skills including algebra	2.6
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Personal or Other

Possession of a clean police record	3.0
Ability to exercise patience	3.0
Ability to work under pressure	3.0
Understanding a variety of cultures	2.9

ADDITIONAL QUALIFICATIONS DESIRED:

Clear Sense of Values, Good, Kind and Caring Work Ethic, Like Children, Hard Worker, Smart, Understand People, Able to Relate to Students, Parents and Other Staff, Advocate for Students, Outstanding People Skills, Ability to Work in a Group, Honesty, and A Sense of Humor

NEW SKILLS NEEDED OVER THE NEXT 3 YEARS:

Strong Reading and Writing Skills, Ability to Think Quickly on Feet, Computer/Brain Compatibility, Administrative Supervision, and Ability to Teach and Improve Teaching Skills

COMPUTER SKILLS SOUGHT:

All (100%) seek Word Processing; **many** (50%) seek Spreadsheet; **many** (50%) seek Desktop Publishing, and **some** (38%) seek Database

SCHOOLS OFFERING RELATED TRAINING PROGRAMS:

- Chapman University
- Contra Costa College
- California State University, Hayward – Contra Costa Campus
- John F. Kennedy University
- St. Mary's College

Contra Costa County, 1997

WAGES AND OTHER INFORMATION

WAGES

	<i>Union</i>	
	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$11.37 - \$13.90	\$12.64
New hires, experienced:	\$12.56 - \$18.69	\$14.86
Experienced, 3 Yrs. with Firm:	\$13.83 - \$25.65	\$16.31

	<i>Non-Union</i>	
	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$ 7.00 - \$14.38	\$10.00
New hires, experienced:	\$ 7.00 - \$16.78	\$13.19
Experienced, 3 Yrs. with Firm:	\$11.00 - \$19.18	\$15.58

(Out of 16 firms responding, 6 are union.)

HOURS WORKED

Almost all (86%) employees worked Full-Time; **few** (8%) worked Part-Time, and **few** (6%) worked Temporary/On Call.

FRINGE BENEFITS

Benefit	Full-Time Employees	Part-Time Employees
Medical Insurance	100%	38%
Dental Insurance	94%	38%
Vision Insurance	69%	25%
Life Insurance	38%	19%
Paid Sick Leave	94%	25%
Paid Vacation	44%	25%
Retirement Plan	56%	19%
Child Care	19%	13%

Percentage of Employers Offering Benefits
to Employees Working in This Occupation

PROMOTIONAL OPPORTUNITIES

Responding employers listed the following occupations as promotional opportunities:

- Head Teacher
- Director
- Administration
- Vice Principal
- Principal

Related Dictionary of Occupational Titles (DOT) Code:
092.227-010

For more information, see COG #10

SIZE AND EMPLOYMENT OUTLOOK

Contra Costa County

Occupational Forecast 1994 – 2001

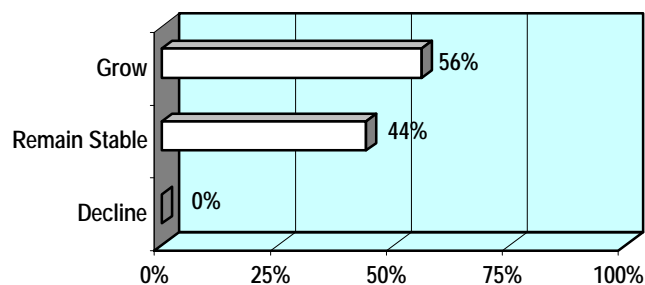
Occupation Size: Very Large (4,432 to 4,767 by 2001)
 Projected new jobs: 335
 Openings due to separations: 610
 Projected growth between 1994-2001 is slower than average, 7.6%
 (Average growth between 1994 – 2001 of all nonagricultural occupations in Contra Costa County is projected to be 12.2%)

SUPPLY AND DEMAND ASSESSMENT

Employers report **some** difficulty in finding experienced and inexperienced applicants that meet their hiring standards.

Employers report **many** (48%) vacancies filled over the last 12 months were due to new positions; **many** (43%) filled were due to employees leaving; **few** (6%) filled were due to promotions, and **few** (3%) filled were due to temporary/on call positions.

EMPLOYMENT OVER THE NEXT 3 YEARS



Many (56%) employers responding expect this occupation's employment to grow over the next 3 years, and **many** (44%) expect it to remain stable.

RECRUITMENT

When recruiting for employees, responding employers primarily use the following top four resources:

- Newspaper Ads
- Employees' Referrals
- In-House Promotion or Transfer
- Private School Referrals

MAJOR EMPLOYING INDUSTRIES (In survey area)

- Elementary Schools
- School Districts

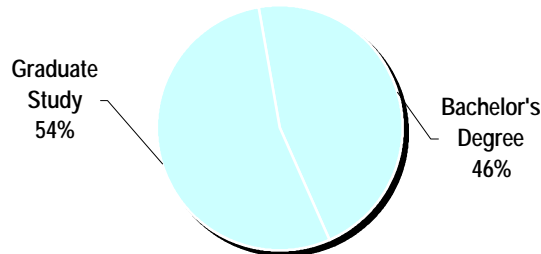
TEACHERS – SECONDARY SCHOOL

13 Employers Represented

Secondary School Teachers instruct students in public or private high schools in one or more subjects, such as English, mathematics, or social studies. Does not include vocational high school teachers. Does not include special education teachers who teach only students with disabilities.
OES Code: 313080

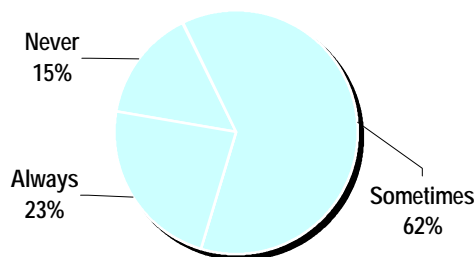
EDUCATION, TRAINING AND EXPERIENCE

EDUCATION LEVEL OF RECENT NEW HIRES



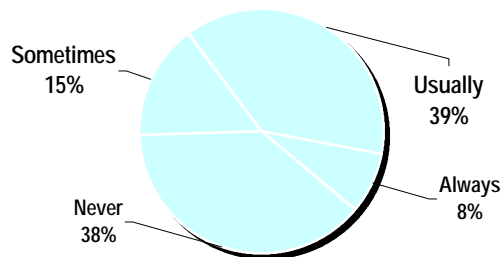
Many (54%) employers report that recent new hires have completed Graduate Study.

TRAINING SUBSTITUTING EXPERIENCE



Most (62%) employers state that training is sometimes accepted as a substitute for experience. **Desired training when acceptable:** Teaching Credential - State of California

PREVIOUS WORK EXPERIENCE REQUIRED



Some (39%) employers report that work experience is usually required. **Desired work experience when acceptable:** 12 to 36 months Student Teaching, or Classroom Teaching

Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%,
Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

OTHER REQUIREMENTS

Skills and Qualifications required were rated as follows:

Very Important • 3, 2, 1, 0 • Not Important

Technical

Classroom management skills	3.0
Ability to design a lesson plan	3.0
Ability to express a concept in more than one manner or through multiple analogies (integrated learning techniques	3.0
Possession of a state teachers' certificate	3.0
Ability to understand the needs of an individual	2.9
Disciplinary skills	2.9
Ability to maintain a schedule	2.9
Ability to write effectively	2.9
Problem solving skills	2.8
Good public speaking skills	2.8
Record keeping skills	2.5
Ability to perform advanced mathematical computations	2.2
Ability to administer emergency first aid	2.0
Supervisory skills	2.0

Basic

Basic math skills including algebra	2.6
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Personal or Other

Ability to work under pressure	3.0
Ability to exercise patience	2.9
Possession of a clean police record	2.9
Understanding of a variety of cultures	2.7

ADDITIONAL QUALIFICATIONS DESIRED:

Dedicated, Committed, Like Children, Nice, Cooperative, and Flexible

NEW SKILLS NEEDED OVER THE NEXT 3 YEARS:

CLAD Credentials, Upgraded Computer Skills, and Management Skills

COMPUTER SKILLS SOUGHT:

Most (71%) seek Word Processing; **many** (43%) seek Desktop Publishing, **some** (29%) seek Spreadsheet and **some** (29%) seek Desktop Publishing.

SCHOOLS OFFERING RELATED TRAINING PROGRAMS:

- California State University, Hayward – Contra Costa Campus
- Chapman University
- John F. Kennedy University

Contra Costa County, 1997

WAGES AND OTHER INFORMATION

WAGES

	<i>Non-Union</i>	
	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$11.70 - \$13.90	\$11.99
New hires, experienced:	\$11.99 - \$13.90	\$12.61
Experienced, 3 Yrs. with Firm:	\$12.85 - \$16.78	\$14.38

	<i>Union</i>	
	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$12.47 - \$15.70	\$13.43
New hires, experienced:	\$12.64 - \$18.70	\$14.54
Experienced, 3 Yrs. with Firm:	\$14.43 - \$20.91	\$16.32

(Out of 13 firms responding, 9 are union.)

HOURS WORKED

Almost all (86%) employees worked Full-Time; **few** (8%) worked Temporary/On Call, and **few** (7%) worked Part-Time.

FRINGE BENEFITS

Benefit	Full-Time Employees	Part-Time Employees
Medical Insurance	100%	38%
Dental Insurance	100%	46%
Vision Insurance	92%	38%
Life Insurance	54%	15%
Paid Sick Leave	92%	15%
Paid Vacation	31%	15%
Retirement Plan	92%	46%
Child Care	8%	0%

Percentage of Employers Offering Benefits
to Employees Working in This Occupation

PROMOTIONAL OPPORTUNITIES

Responding employers listed the following occupations as promotional opportunities:

- Administration
- Counseling

Related Dictionary of Occupational Titles (DOT) Code:
091.227-010

For more information, see COG #57

SIZE AND EMPLOYMENT OUTLOOK

Contra Costa County

Occupational Forecast 1994 – 2001

Occupation Size: Very Large (4,257 to 4,665 by 2001)

Projected new jobs: 408

Openings due to separations: 801

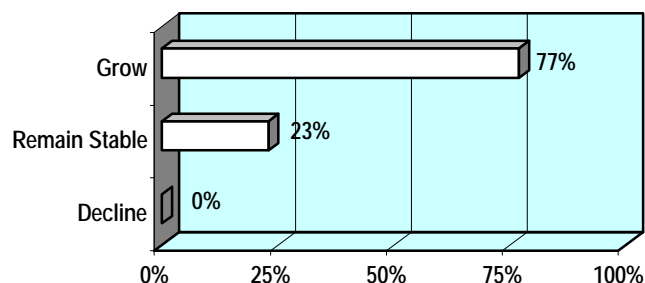
Projected growth between 1994-2001 is slower than average, 9.6%
(Average growth between 1994 – 2001 of all nonagricultural occupations in Contra Costa County is projected to be 12.2%)

SUPPLY AND DEMAND ASSESSMENT

Employers report **some** difficulty in finding experienced and inexperienced applicants that meet their hiring standards.

Employers report **many** (48%) vacancies filled over the last 12 months were due to new positions; **some** (35%) filled were due to employees leaving; **few** (13%) filled were due to temporary/on call positions, and **few** (4%) filled were due to promotions.

EMPLOYMENT OVER THE NEXT 3 YEARS



Most (77%) employers responding expect this occupation's employment to grow over the next 3 years, and **some** (23%) expect it to remain stable.

RECRUITMENT

When recruiting for employees, responding employers primarily use the following top three resources:

- Employees' Referrals
- Newspaper Ads
- In-House Promotion or Transfer

MAJOR EMPLOYING INDUSTRIES (In survey area)

- Secondary Schools

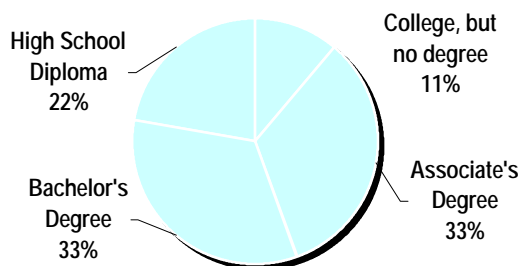
TELECOMMUNICATIONS TECHNICIANS

9 Employers Represented

Telecommunications Technicians install, test, maintain, troubleshoot, and repair a wide variety of telecommunications equipment used for transmitting voices and data across long distances. **Non-OES Code: 031262996**

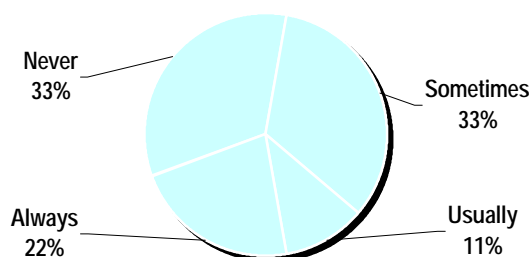
EDUCATION, TRAINING AND EXPERIENCE

EDUCATION LEVEL OF RECENT NEW HIRES



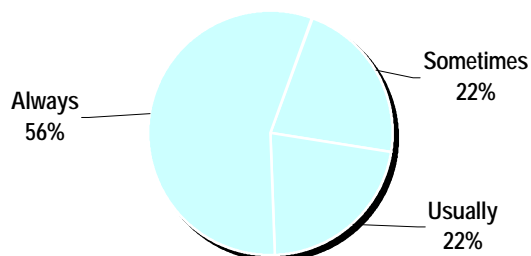
Some (33%) employers report that recent new hires have completed their Associate's degree, and **some** (33%) have completed their Bachelor's degree.

TRAINING SUBSTITUTING EXPERIENCE



Some (33%) employers state that training is sometimes accepted as a substitute for experience. **Desired training when acceptable:** 12 months On-the-Job Training (OJT), Vocational/Technical School Program, Certified Network Engineer (CNE) Certificate, or Certified Network Analyst (CNA) Certificate

PREVIOUS WORK EXPERIENCE REQUIRED



Many (56%) employers report that work experience is always required. **Desired work experience when acceptable:** 12 to 24 months Electronic Technician, Computer Technician, Network Technician, Installation Technician, Network Analyst, Systems Manager, Web Master, or Field Service Representative

Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

OTHER REQUIREMENTS

Skills and Qualifications required were rated as follows:

Very Important • 3, 2, 1, 0 • Not Important

Technical

Troubleshooting skills	3.0
Knowledge of current telecommunications equipment,	
Operating systems, terminology and systems	2.9
Knowledge of system integration	2.9
Understanding of local/wide (LAN/WAN) area networks	2.7
Knowledge of circuit/hardware design	2.7
Knowledge of microcomputer hardware systems	2.5
Knowledge of integrated voice/data systems	2.4
Knowledge of Internet, Ethernet, ATM, UNIX	2.0

Physical

Ability to stand continuously for 2 or more hours	1.7
Ability to sit continuously for 2 or more hours	1.5
Ability to lift at least 50 pounds	1.2
Ability to pass a pre-employment medical exam	1.2
Ability to do strenuous, physically demanding work	1.1

Basic

Ability to work independently	3.0
Ability to work as part of a team	3.0
Ability to perform basic mathematical calculations	2.8
Verbal communication skills	2.7
English grammar and spelling skills	2.4
Ability to perform routine, repetitive work	2.3

Personal or Other

Attention to detail	3.0
Ability to handle crisis situations	3.0
Ability to work under pressure	2.9
Problem solving skills	2.9
Record keeping skills	2.8
Organizational and time management skills	2.8
Possess good DMV driving record	1.6
Supervisory skills	1.6
Multi-cultural familiarity	1.5
Willingness to participate in drug testing	1.4
Ability to plan and organize the work of others	1.4

ADDITIONAL QUALIFICATIONS DESIRED:

Reliable, Salesmanship, and Dedication to Duties

NEW SKILLS NEEDED OVER THE NEXT 3 YEARS:

Wide Area Network (WAN)

COMPUTER SKILLS SOUGHT:

Almost all (83%) seek Database; **most** (67%) seek Spreadsheet; **most** (67%) seek Word Processing, and **few** (17%) seek Desktop Publishing

Contra Costa County, 1997

WAGES AND OTHER INFORMATION

WAGES

	<i>Non-Union</i>	
	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$ 7.00 - \$18.22	\$ 8.63
New hires, experienced:	\$ 8.00 - \$28.77	\$17.26
Experienced, 3 Yrs. with Firm:	\$ 9.75 - \$38.36	\$21.58

(Out of 9 firms responding, all answered this question.)

HOURS WORKED

Almost all (84%) employees worked Full-Time; **few** (14%) worked Part-Time; **few** (3%) worked Temporary/On Call.

FRINGE BENEFITS

Benefit	Full-Time Employees
Medical Insurance	100%
Dental Insurance	78%
Vision Insurance	33%
Life Insurance	22%
Paid Sick Leave	100%
Paid Vacation	100%
Retirement Plan	78%
Child Care	0%

Percentage of Employers Offering
Benefits to Full-Time Employees
Working in This Occupation

(Responding employers report that benefits are not offered to Part-Time employees working in this occupation.)

PROMOTIONAL OPPORTUNITIES

Responding employers listed the following occupations as promotional opportunities:

- Field Service Supervisor
- Telecommunications Engineer
- Systems Engineer
- Senior Network Administrator

SCHOOLS OFFERING RELATED TRAINING PROGRAMS:

- Contra Costa College
- Heald School of Technology
- UC Berkeley, University Extension
- Worldwide Educational Services

Related **Dictionary of Occupational Titles (DOT) Code:**
729.381-022, 729.684-038

For more information, see COG #N/A

SIZE AND EMPLOYMENT OUTLOOK

Contra Costa County

Occupational Forecast 1994 – 2001

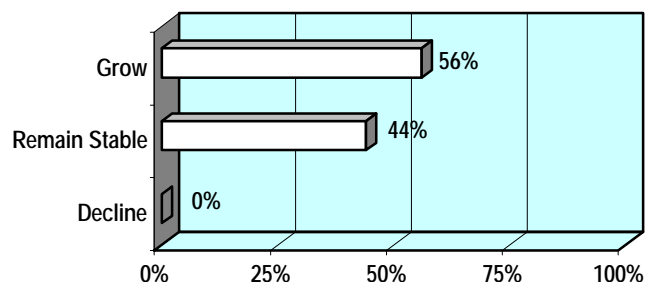
Occupation Size: Small (314 to 522 by 2001)
 Projected new jobs: 208
 Openings due to separations: 25
 Projected growth between 1994-2001 is much faster than average, 66.2%
 (Average growth between 1994 – 2001 of all nonagricultural occupations in Contra Costa County is projected to be 12.2%)

SUPPLY AND DEMAND ASSESSMENT

Employers report **some** difficulty in finding experienced and inexperienced applicants that meet their hiring standards.

Employers report **many** (40%) vacancies filled over the last 12 months were due to new positions; **some** (33%) filled were due to promotions; **few** (13%) filled were due to employees leaving, and **few** (13%) filled were due to temporary/on call positions.

EMPLOYMENT OVER THE NEXT 3 YEARS



Many (56%) employers responding expect this occupation's employment to grow over the next 3 years, and **many** (44%) expect it to remain stable.

RECRUITMENT

When recruiting for employees, responding employers primarily use the following top three resources:

- Newspaper Ads
- Private Employment Agencies
- In-House Promotion or Transfer

MAJOR EMPLOYING INDUSTRIES (In survey area)

- Radiotelephone Communications
- Amusement and Recreation
- Electrical Work
- Local Government
- Electronic Parts and Equipment
- Offices & Clinics of Medical Doctors

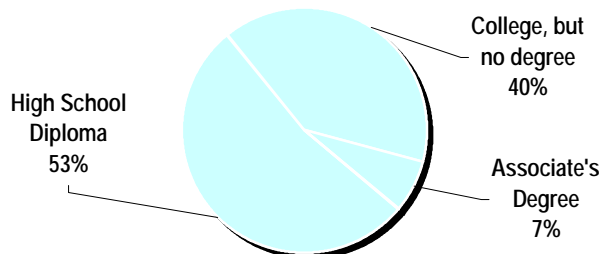
TELEMARKETERS, NEWS AND STREET VENDORS, TELEPHONE SOLICITORS, DOOR-TO-DOOR SALES WORKERS AND RELATED WORKERS

15 Employers Represented

News and Street Vendors, Telephone Solicitors, Door-to-Door Sales Workers and Other Related Workers deliver newspapers to subscribers; solicit orders for merchandise or service over the telephone; or sell products, such as food and jewelry on the street, door-to-door, or at places of recreation and amusement. **OES Code: 490260**

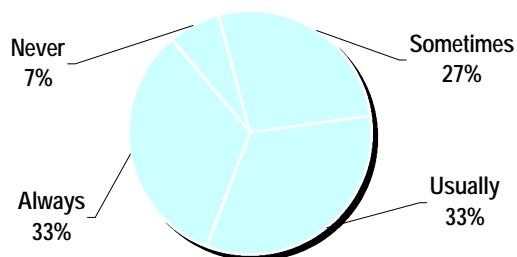
EDUCATION, TRAINING AND EXPERIENCE

EDUCATION LEVEL OF RECENT NEW HIRES



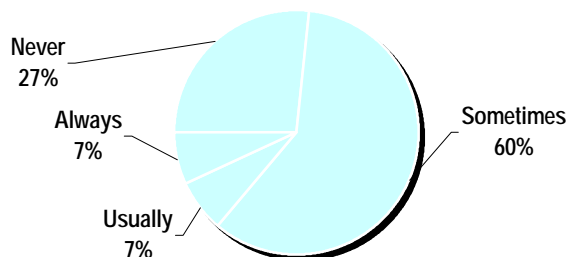
Many (53%) employers report that recent new hires have completed High School or equivalent.

TRAINING SUBSTITUTING EXPERIENCE



Some (33%) employers state that training is usually accepted as a substitute for experience. **Desired training when acceptable:** 6 to 12 months Sales, Telephone Sales, Telemarketing, Research, or Keyboarding

PREVIOUS WORK EXPERIENCE REQUIRED



Most (60%) employers report that work experience is sometimes required. **Desired work experience when acceptable:** 6 to 12 months Sales, Telephone Sales, Telemarketing, Data Processing, or Research

Key Terms:

All = 100%, **Almost all** = 80% - 99%, **Most** = 60% - 79%, **Many** = 40% - 59%, **Some** = 20% - 39%, **Few** = less than 20%

OTHER REQUIREMENTS

Skills and Qualifications required were rated as follows:

Very Important • 3, 2, 1, 0 • Not Important

Technical

Record keeping skills 2.2

Physical

Ability to sit continuously for 2 or more hours 2.7

Ability to stand continuously for 2 or more hours 0.2

Basic

Verbal communication skills 3.0

Ability to perform routine, repetitive work 2.9

Ability to work as part of a team 2.8

English grammar and spelling skills 2.3

Ability to work independently 2.0

Writing skills 2.0

Ability to perform basic mathematical calculations 2.0

Personal or Other

Attention to detail 2.8

Organizational skills 2.8

Time management skills 2.8

Ability to work under pressure 2.8

Problem solving skills 2.4

Multi-cultural familiarity 1.7

ADDITIONAL QUALIFICATIONS DESIRED:

Good Attendance, Outgoing, Assertive, Detail Oriented, Team Player, Product Supporter, Courteous Manner, Good Speaking Voice, Professional Attitude, and Friendly

NEW SKILLS NEEDED OVER THE NEXT 3 YEARS:

Proper Language and Grammar, Telephone Communications, and Telephone Etiquette

COMPUTER SKILLS SOUGHT:

All (100%) seek Database; **some** (30%) seek Word Processing, and **few** (10%) seek Spreadsheet

SCHOOLS OFFERING RELATED TRAINING PROGRAMS:

- Continental Training Center
- Contra Costa College
- Diablo Valley College
- East Bay Institute of Business and Legal Training
- Heald College School of Business
- Los Medanos College
- Martinez Adult School/Technical Center
- Mt. Diablo Adult Education, Loma Vista
- Regional Occupational Program
- West Contra Costa Adult Education
- Worldwide Educational Services

Contra Costa County, 1997

420 Jobs Represented TELEMARKETERS, NEWS AND STREET VENDORS, TELEPHONE SOLICITORS, DOOR-TO-DOOR SALES WORKERS AND RELATED WORKERS

WAGES AND OTHER INFORMATION

WAGES

	<i>Non-Union</i>
	<u>Range</u> <u>Median</u>
New hires, no experience:	\$ 5.15 - \$10.00 \$ 6.00
New hires, experienced:	\$ 5.15 - \$10.00 \$ 6.00
Experienced, 3 Yrs. with Firm:	\$ 5.15 - \$13.00 \$ 7.58

(Out of 15 firms responding, all answered this question.)

Almost all, (80%) firms pay commission to employees working in this occupation.

HOURS WORKED

Almost all (86%) employees worked Part-Time, and **few** (14%) worked Full-Time.

FRINGE BENEFITS

Benefit	Full-Time Employees	Part-Time Employees
Medical Insurance	91%	18%
Dental Insurance	73%	18%
Vision Insurance	36%	18%
Life Insurance	9%	18%
Paid Sick Leave	82%	0%
Paid Vacation	73%	0%
Retirement Plan	0%	0%
Child Care	0%	0%

Percentage of Employers Offering Benefits
to Employees Working in This Occupation

PROMOTIONAL OPPORTUNITIES

Responding employers listed the following occupations as promotional opportunities:

- Team Leader
- Supervision
- Management

Related Dictionary of Occupational Titles (DOT) Code:
299.357-014

For more information, see COG #N/A

SIZE AND EMPLOYMENT OUTLOOK

Contra Costa County Occupational Forecast 1994 - 2001

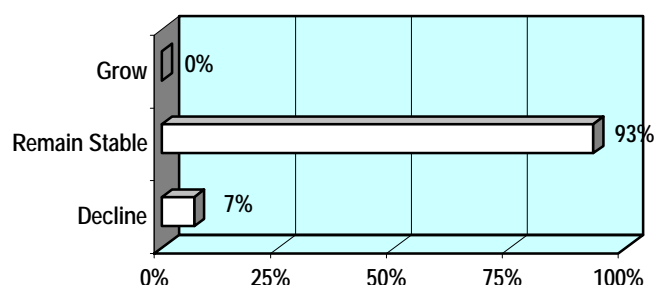
Occupation Size: Medium (703 to 855 by 2001)
Projected new jobs: 152
Openings due to separations: 147
Projected growth between 1994-2001 is much faster than average, 21.6%
(Average growth between 1994 - 2001 of all nonagricultural occupations in Contra Costa County is projected to be 12.2%)

SUPPLY AND DEMAND ASSESSMENT

Employers report **little** difficulty in finding experienced and inexperienced applicants that meet their hiring standards.

Employers report **almost all** (92%) vacancies filled over the last 12 months were due to employees leaving; **few** (5%) filled were due to new positions, and **few** (3%) filled were due to promotions.

EMPLOYMENT OVER THE NEXT 3 YEARS



Almost all (93%) employers responding expect this occupation's employment to remain stable over the next 3 years, and **few** (7%) expect it to decline.

RECRUITMENT

When recruiting for employees, responding employers primarily use the following top three resources:

- Employees' Referrals
- Newspaper Ads
- Hire Unsolicited Applicants

MAJOR EMPLOYING INDUSTRIES (In survey area)

- Direct Selling Establishments
- Newspapers
- Commercial, Non-Physical Research

Sample CCOIS Employer Questionnaire



Please return completed questionnaire to:
Contra Costa County Private Industry Council
2425 Bisso Lane, Suite 100
Concord CA 94520 4817

Phone: (510) 646-5023
Fax: (510) 646-5517

ALL RESPONSES ARE KEPT STRICTLY CONFIDENTIAL

Whom should we contact with any further questions?

NAME: _____

POSITION: _____

PHONE: _____ FAX: _____

Please complete this questionnaire for the occupation described below. If you have multiple locations, please confine your answers to locations in **Contra Costa County**. Please call the number above if you have questions.

AUTOMOTIVE BODY AND RELATED REPAIRERS

Automotive Body and Related Repairers repair, repaint, and refinish automotive vehicle bodies, straighten vehicle frames, and replace damaged vehicle glass.

1. What job title(s) do **you** use for these duties _____ 005

2. How many employees do you **currently** have in this occupation?

--	--	--	--

 010
How many of these fall within each of the following categories, and how many hours per **week** do they work, on average?

	NUMBER OF EMPLOYEES				AVERAGE WEEKLY HOURS			
Regular, Full Time:	<div></div>	<div></div>	<div></div>	<div></div>	590	<div></div>	<div></div>	591
Regular, Part Time:	<div></div>	<div></div>	<div></div>	<div></div>	650	<div></div>	<div></div>	651
Temporary Or On-Call:	<div></div>	<div></div>	<div></div>	<div></div>	630	<div></div>	<div></div>	631
Seasonal:	<div></div>	<div></div>	<div></div>	<div></div>	610	<div></div>	<div></div>	611

3. Of the people you have hired into this occupation over the last 12 months, how many were hired to fill:

vacancies resulting from promotions within your firm?	<table><tr><td></td><td></td><td></td><td></td></tr></table>					031
vacancies resulting from people in permanent positions leaving your firm?	<table><tr><td></td><td></td><td></td><td></td></tr></table>					032
new permanent positions resulting from growth?	<table><tr><td></td><td></td><td></td><td></td></tr></table>					030
temporary or seasonal positions?	<table><tr><td></td><td></td><td></td><td></td></tr></table>					033

4. Of the employees you currently have in this occupation, how many are: MALE?

--	--	--	--

 060 FEMALE?

--	--	--	--

 061

5. During the last year, did your firm's employment in this occupation: (Please Check One)

DECLINE ☐ 480 3 REMAIN STABLE ☐ 480 2 GROW ☐ 480 1

Why? _____ 481

6. Over the next three years, do you expect your firm's employment in this occupation to: (Please Check One)

DECLINE ☐ 740 3 REMAIN STABLE ☐ 740 2 GROW ☐ 740 1

Why? _____ 741

7. Are your employees in this occupation members of a union? (Please Check One) YES ☐ 300 1 NO ☐ 300 2

8. For the people you hire into this occupation, is previous experience required? (Please Check One)

NEVER ☐ 390 4 SOMETIMES ☐ 390 3 USUALLY ☐ 390 2 ALWAYS ☐ 390 1

9. If you require previous experience, what jobs can it be in and how many months of experience meet your qualifications?

(Job Title) 414 _____
(Months of Experience) 416 _____
(Job title) 415 _____
(Months of Experience) 417

10. How difficult is it to find fully experienced and qualified applicants? (Please Check One)			
NOT DIFFICULT <input type="checkbox"/> 721 1	A LITTLE DIFFICULT <input type="checkbox"/> 721 2	SOMEWHAT DIFFICULT <input type="checkbox"/> 721 3	VERY DIFFICULT <input type="checkbox"/> 721 4

11. If you ever hire inexperienced applicants (trained or untrained), how difficult is it to find applicants who meet your hiring standards? (Please Check One)			
NOT DIFFICULT <input type="checkbox"/> 731 1	A LITTLE DIFFICULT <input type="checkbox"/> 731 2	SOMEWHAT DIFFICULT <input type="checkbox"/> 731 3	VERY DIFFICULT <input type="checkbox"/> 731 4

12. Is training acceptable as a substitute for experience? (Please Check One)			
NEVER <input type="checkbox"/> 391 4	SOMETIMES <input type="checkbox"/> 391 3	USUALLY <input type="checkbox"/> 391 2	ALWAYS <input type="checkbox"/> 391 1

13. If training or certification is required prior to employment, please describe what is needed and how much.

(Training or Certification Needed)	153	156
		(Months of Training)

14. What level of formal education do most of your recently hired employees in this occupation have? (Please Check One)			
LESS THAN HIGH SCHOOL <input type="checkbox"/> 140	ASSOCIATE (2 YEAR) DEGREE <input type="checkbox"/> 142		
HIGH SCHOOL OR EQUIVALENT <input type="checkbox"/> 141	BACHELOR (4 YEAR) DEGREE <input type="checkbox"/> 144		
SOME COLLEGE, BUT NO DEGREE <input type="checkbox"/> 157	GRADUATE STUDY <input type="checkbox"/> 158		

15. What type of computer software skills, if any, do you seek in applicants for this occupation? (Please check all that apply)			
WORD PROCESSING <input type="checkbox"/> 051	SPREADSHEET <input type="checkbox"/> 050	DATABASE <input type="checkbox"/> 052	DESKTOP PUBLISHING <input type="checkbox"/> 053
Other (Please Specify): _____		054	055

16. Over the next three years, what new skills are needed to perform the functions of this occupation and what skills are becoming obsolete?			
NEW SKILLS:	OBSOLETE SKILLS:		
460	462		
461	463		

17. What is the usual income earned by your employees in this occupation at the following levels of skill and experience? Please separate the base wage or salary from tips and commissions, if applicable.				
	BASE WAGE OR SALARY		TIPS OR COMMISSIONS	
New Hires With No Experience (Trained or Untrained):	\$	550	\$	553
New Hires Who Are Experienced:	\$	551	\$	554
Experienced Employees After Three Years With Your Firm:	\$	552	\$	555
Per: (Please Check One)	HOUR <input type="checkbox"/> 556 H MONTH <input type="checkbox"/> 556 M	WEEK <input type="checkbox"/> 556 W YEAR <input type="checkbox"/> 556 A	HOUR <input type="checkbox"/> 557 H MONTH <input type="checkbox"/> 557 M	WEEK <input type="checkbox"/> 557 W YEAR <input type="checkbox"/> 557 A
Other(Please specify) _____	<input type="checkbox"/> 556 O		Other _____	<input type="checkbox"/> 557 O

18. Does your firm offer benefits to employees in this occupation? (Please Check One)			
		YES <input type="checkbox"/> 589 1	NO <input type="checkbox"/> 589 2
If yes, please specify: (Please Check All That Apply)			
FULL-TIME	PART-TIME	FULL-TIME	PART-TIME
MEDICAL INSURANCE <input type="checkbox"/> 573	<input type="checkbox"/> 583	PAID SICK LEAVE <input type="checkbox"/> 571	<input type="checkbox"/> 581
DENTAL INSURANCE <input type="checkbox"/> 574	<input type="checkbox"/> 584	PAID VACATION <input type="checkbox"/> 570	<input type="checkbox"/> 580
VISION INSURANCE <input type="checkbox"/> 575	<input type="checkbox"/> 585	RETIREMENT PLAN <input type="checkbox"/> 572	<input type="checkbox"/> 582
LIFE INSURANCE <input type="checkbox"/> 576	<input type="checkbox"/> 586	CHILD CARE <input type="checkbox"/> 577	<input type="checkbox"/> 587
Other (Please Specify): _____ 578		_____ 588	

19. Do you ever promote employees from this occupation to higher level position? (Please Check One)			
		YES <input type="checkbox"/> 514 1	NO <input type="checkbox"/> 514 2
If yes, please specify: _____ 510			

20. When you recruit employees for this occupation, which of the following methods do you primarily use ? (Check all that apply)			
EMPLOYEES' REFERRALS <input type="checkbox"/> 371	PUBLIC SCHOOL OR PROGRAM REFERRALS <input type="checkbox"/> 376		
RECRUIT VIA NEWSPAPER ADS <input type="checkbox"/> 372	PRIVATE SCHOOL REFERRALS <input type="checkbox"/> 377		
PRIVATE EMPLOYMENT AGENCIES <input type="checkbox"/> 373	EMPLOYMENT DEVELOPMENT DEPT. <input type="checkbox"/> 374		
HIRE UNSOLICITED APPLICANTS <input type="checkbox"/> 379	UNION HALL REFERRALS <input type="checkbox"/> 378		
IN-HOUSE PROMOTION OR TRANSFER <input type="checkbox"/> 370	Other(Please specify): _____ <input type="checkbox"/> 380		

THANK YOU FOR YOUR COOPERATION !

Would you like to receive the outlook summary for this or any other occupation? (Please check one)	YES <input type="checkbox"/> 382 1	NO <input type="checkbox"/> 382 2
--	------------------------------------	-----------------------------------

Your response to these questions will help improve training programs for this occupation.

**AUTOMOTIVE BODY
AND
RELATED REPAIRERS**

21. Please rate each of the following qualifications, on a scale of 0 to 3, indicating their level of importance for job entry. (Please circle)

	NOT IMPORTANT		VERY IMPORTANT	
TECHNICAL:				
Good Color perception	0	1	2	3
Ability to use power hand tools	0	1	2	3
Knowledge of painting techniques	0	1	2	3
Ability to do masking work	0	1	2	3
Ability to use cutting and welding machines	0	1	2	3
Ability to install vehicle glass	0	1	2	3
Work with fiberglass	0	1	2	3
Use a computer terminal	0	1	2	3
PHYSICAL:				
Ability to lift at least 70 lbs.	0	1	2	3
Ability to tolerate dust and paint fumes	0	1	2	3
PERSONAL OR OTHER:				
Work independently	0	1	2	3
Read and follow instructions	0	1	2	3
Willing to work with close supervision	0	1	2	3
BASIC:				
Perform basic mathematical computations	0	1	2	3
Write Legibly	0	1	2	3
Oral communication skills	0	1	2	3

22. What additional qualifications are desired in an employee: (Please specify below)

23. Specify the software programs required for this position, i.e. Word, WordPerfect, Lotus, others: (please be specific)

THANK YOU FOR YOUR COOPERATION!

Your responses will assist job training providers with meeting the needs of local employers.
All responses are held in strict confidence.

CCOIS User Survey

Dear Information User:

The local efforts which produce this **Occupational Outlook Report** from the California Cooperative Occupational Information System (CCOIS) are supported financially by state and local agencies and employers. Your response to the following questions will help us to ensure our customers are satisfied with our products. Simply fold the postage-paid form in thirds, tape the top, and drop in a mailbox.

Please enter the report issue year on the line next to the Occupational Outlook Report you are evaluating:

<u>Year</u>	<u>Year</u>	<u>Year</u>	<u>Year</u>	<u>Year</u>
_____ Alameda	_____ Kings	_____ Napa	_____ San Diego	_____ Santa Cruz
_____ Butte	_____ Los Angeles	_____ North Central	_____ San Francisco	_____ Shasta
_____ Contra Costa	_____ Madera	_____ No. California Counties	_____ San Joaquin	_____ Solano
_____ Fresno	_____ Marin	_____ Orange	_____ San Luis Obispo	_____ Sonoma
_____ Golden Sierra	_____ Mendocino	_____ Riverside	_____ San Mateo	_____ Stanislaus
_____ Humboldt	_____ Merced	_____ Sacramento/Yolo	_____ Santa Barbara	_____ Tulare
_____ Imperial	_____ Monterey	_____ San Benito	_____ Santa Clara (NOVA)	_____ Ventura
_____ Kern/Inyo/Mono	_____ Mother Lode	_____ San Bernardino		

Please rank from 1-3 (1 being the highest) how your organization uses CCOIS information:

_____ Career Counseling	_____ Research Tool
_____ Classroom Training/Course Program/Planning	_____ Business Location/Expansion
_____ Compensation Decision	_____ Economic Development
_____ JTPA/GAIN/Rehab/etc., Plan/Requirement	_____ Other (specify) _____
_____ Placement	

Please rank from 1-3 (1 being the highest) the part(s) of the OOR(s) you use the most:

___Wages and Benefits ___Trends/Projections ___Training, educational requirements, experience ___Supply/Demand
___Employment Industries ___Skill Importance ___Other (specify) _____

Please tell us, using specifics, what the value of our information is to you and/or your organization (e.g. cost savings; number of surveys avoided; number of training programs added, modified, or deleted; number using the information; etc.):

What are your unmet needs?

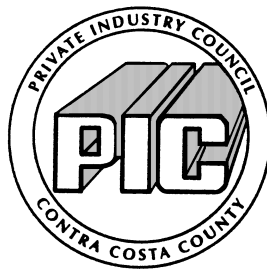
What type of organization best describes your organization (*SELECT ONE*):

School	Private Business (other than Schools)	Government/Non-Profit (other than Schools)
<input type="checkbox"/> High School	<input type="checkbox"/> Vocational Rehabilitation Agency	<input type="checkbox"/> Chamber of Commerce
<input type="checkbox"/> Community College	<input type="checkbox"/> Employment Agency	<input type="checkbox"/> Public Rehabilitation Agency
<input type="checkbox"/> College/University	<input type="checkbox"/> Other Private Business (specify) _____	<input type="checkbox"/> Welfare/GAIN
<input type="checkbox"/> Adult Vocational Education (other than Community College)		<input type="checkbox"/> Other Government/Non-Profit (specify) _____
<input type="checkbox"/> Other School (specify) _____		

Do you wish to continue receiving this report? ☐ Yes ☐ No, please remove my name from the mailing list.

Your Name _____ Organization Name _____
Mailing Address _____
City/State/Zip _____ Telephone Number () _____

Thank you.



2425 Bisso Lane, Suite 100 • Concord, California 94520 • (510) 646-5023 • ccpic@pic.co.contra-costa.ca.us